

PARK HOLIDAYS



ARCADES

STANDARD OPERATING PROCEDURES



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ELITE PARKS

- **Creating an Arcade Collection**
- **Printing an Arcade Collection Sheet**
- **Finding a previously made Arcade Collection Sheet**
- **Entering your Collection onto EP**
- **Posting your Arcade Collection**

STANDARD OPERATING PROCEDURE

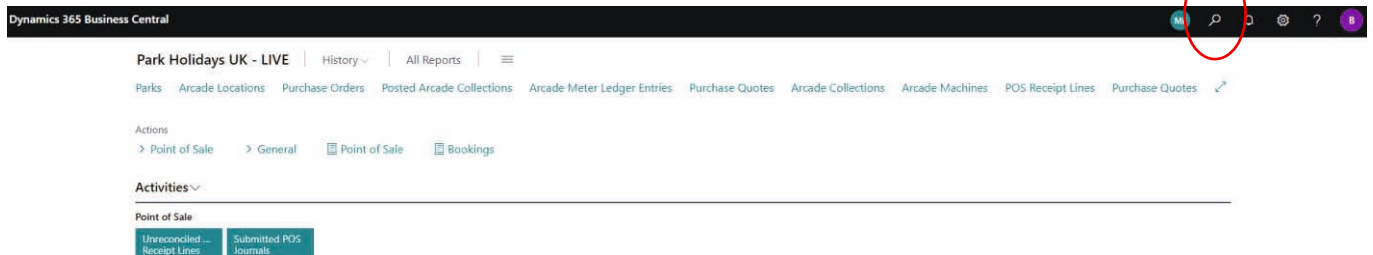
Task	Creating an arcade collection	Department	ARCADE
Prepared By	Ben Porter	Updated	10/05/2022

PROCEDURE

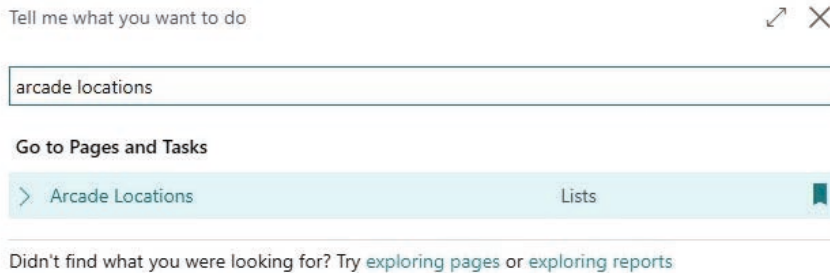
1. Click the EPWEB icon on your PC desktop to open EP.



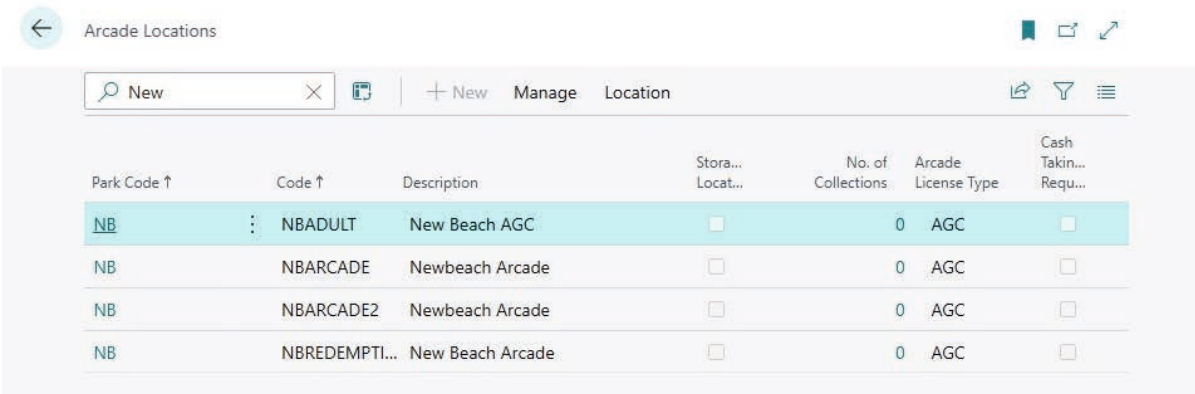
2. Click the Magnifying glass in the top right corner of EP.



3. Search for Arcade Locations. Click the link.



4. Select the area of the arcade you are going to collect. (note some parks will only have one area) click the park code to open the area.



5. Click the new collection tab, followed by reading.

Arcade Location Card

NB · NBADULT

New Collection Location

Reading Open Close Online Offline Maintenance Ad-hoc

Park Code: NB

Code: NBADULT

Description: New Beach AGC

Storage Location: ☐

Collection POS Receipt

POS Outlet Code: POS

POS Till No.: POS

License

Arcade License Type: AGC

Permit Reference No.:

Collection

Min. Collection Frequ...: 3D

Max. Collection Frequ...: 14D

No. of Collections: 0

Cash Takings Required: ☐

6. Click the "Ignore Collection Frequency" Slider so it turns green. Then click ok.

Suggest Arcade Collection

Options

Ignore Collection Frequency: ☒

Delete Existing Collection Lines: ☐

Update Existing Collection Lines: ☐

Filter: Arcade Machine

× No.:

× Arcade Location Code:

+ Filter...

OK Cancel

7. Click yes to open the collection sheet.

Collection

?

Arcade Collection COL0022026 has been created. Do you want to view the collection?

Yes No

Name	Position	Date	Review Date
Ben Porter	Arcade Admin	10/05/2022	01/06/2026

STANDARD OPERATING PROCEDURE

Task	Printing an arcade collection sheet	Department	ARCADE
Prepared By	Ben Porter	Updated	10/05/2022

PROCEDURE

1. Follow steps on "SOP creating an arcade collection or "SOP Finding a previously made arcade collection sheet" depending on if you have made a collection sheet already or not.
2. On the collection sheet, select "Reports" at the top of the screen
3. Then select "Worksheet"

COL0015292

Process Report Post Active **Reports** Printer options

Worksheet Report

No. COL0015292 Collector 2 Code *
 Park Code AS Collection Date 10/05/2022
 Arcade Location Code ASARCADE Type Reading
 Description
 Collector 1 Code * No. Lines 105

Lines Manage

→	Machine No. #	Machine	Motor Code	Direction	Type	Description	Current Meter Reading	Amount	Previous Meter Reading	Current Meter Reading	Meter Movement	Expected Amount	Difference Amount	Lower Tolerance %	Upper Tolerance %	Difference %
→	2059	CASHIN	In	Cash	HQOverdrive (left)	0	0.00	216431	0	0	0.00	0.00	0.00	0.00	0.00	0.00
	2059	TAKINGS	Takings	Cash	HQOverdrive (left)	0	0.00	223629	0	0	0.00	0.00	0.00	0.00	0.00	0.00
	2060	CASHIN	In	Cash	HQOverdrive (right)	0	0.00	162620	0	0	0.00	0.00	0.00	0.00	0.00	0.00
	2060	TAKINGS	Takings	Cash	HQOverdrive (right)	0	0.00	149534	0	0	0.00	0.00	0.00	0.00	0.00	0.00
	2101	CASHIN	In	Cash	Sega UFO Catcher	0	0.00	43822	0	0	0.00	0.00	0.00	0.00	0.00	0.00
	2101	CASHIN2	In	Cash	Sega UFO Catcher	0	0.00	1185	0	0	0.00	0.00	0.00	0.00	0.00	0.00
	2101	PRIZE	Out	Prize	Sega UFO Catcher	0	0.00	282501	0	0	0.00	0.00	0.00	0.00	0.00	0.00
	2101	PRIZE2	Out	Prize	Sega UFO Catcher	0	0.00	1648560	0	0	0.00	0.00	0.00	0.00	0.00	0.00
	2101	TAKINGS	Takings	Cash	Sega UFO Catcher	0	0.00	0	0	0	0.00	0.00	0.00	0.00	0.00	0.00
	2103	CASHIN	In	Cash	Top Dog	0	0.00	0	0	0	0.00	0.00	0.00	0.00	0.00	0.00
	2103	CASHOUT	Out	Cash	Top Dog	0	0.00	0	0	0	0.00	0.00	0.00	0.00	0.00	0.00
	2103	TAKINGS	Takings	Cash	Top Dog	0	0.00	0	0	0	0.00	0.00	0.00	0.00	0.00	0.00
	2105	CASHIN	In	Cash	Blus Presley Gold Rush	0	0.00	204495	0	0	0.00	0.00	0.00	0.00	0.00	0.00
	2105	CASHOUT	Out	Cash	Blus Presley Gold Rush	0	0.00	1717260	0	0	0.00	0.00	0.00	0.00	0.00	0.00
	2105	TAKINGS	Takings	Cash	Blus Presley Gold Rush	0	0.00	0	0	0	0.00	0.00	0.00	0.00	0.00	0.00

4. In the next window select "Print".

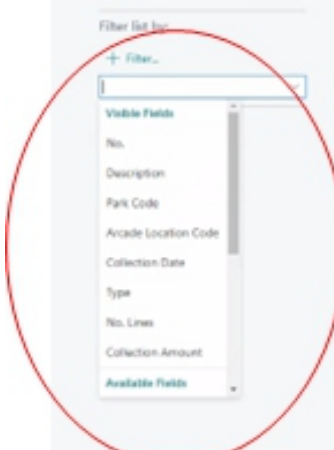
Name	Position	Date	Review Date
Ben Porter	Arcade Admin	10/05/2022	01/06/2026

STANDARD OPERATING PROCEDURE

Task	Finding a previously made arcade collection sheet	Department	ARCADE
Prepared By	Ben Porter	Updated	10/05/2022

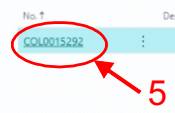
PROCEDURE

1. Open EP
2. Select the search icon in the top right corner and search "Arcade Collections"
3. This will show a list of pending arcade collections, you can filter to your park on the left hand side e.g AB



No. #	Description	Park Code	Arcade Location Code	Collection Date	Type
COL0013887		WM	WMARCADE	27/06/2021	Reading
COL0013533		SV	SVARCADE	11/07/2021	Reading
COL0013620		PF	PFARCADE	23/07/2021	Reading
COL0013673		FB	FBARCADE	30/07/2021	Reading
COL0013703		PF	PFARCADE	03/08/2021	Reading
COL0013704		SW	17.06.021	03/08/2021	Open
COL0013705		SW	11154	03/08/2021	Open
COL0013706		SW	11154	03/08/2021	Reading
COL0013708		SW	SWSTORE	03/08/2021	Open
COL0013718		WC	WCARCADE	04/08/2021	Reading
COL0013732		SV	SVARCADE	05/08/2021	Reading
COL0013748		SW	17.06.021	08/08/2021	Reading
COL0013755		SW	11154	09/08/2021	Reading
COL0013756		SW	17.06.021	09/08/2021	Reading
COL0013763		FB	FBARCADE	10/08/2021	Reading
COL0013799		SW	11154	15/08/2021	Reading
COL0013800		SW	17.06.021	15/08/2021	Reading
COL0013809		SV	SVARCADE	21/08/2021	Open
COL0013860		SV	SVARCADE	22/08/2021	Online
COL0013885		FS	FSARCADE	26/08/2021	Reading

4. This will bring a list of pending collections for your park
5. Select the Collection you wish to open by clicking the Collection number in the "No." column.



No. #	Description	Park Code	Arcade Location Code	Collection Date	Type	No. Lines	Collection Amount
COL0015292		AB	ABARCADE	10/05/2022	Reading	103	0.00

6. Your collection sheet will open.

Name	Position	Date	Review Date
Ben Porter	Arcade Admin	10/05/2022	01/06/2026

STANDARD OPERATING PROCEDURE

Task	Entering your collection on EP	Department	ARCADE
Prepared By	Ben Porter	Updated	10/05/2022

PROCEDURE

1. Open EP and follow the steps on the SOP – Finding previously made arcade collections.

Arade Machine No. †	Arade Machine Meter Code	Direction †	Type †	Description	Current Meter Reading	Amount	Previous Meter Reading	Current Meter Reading	Meter Movement	Expected Amount	Difference Amount	Lower Tolerance %	Upper Tolerance %	Difference %
2059	CASHIN	In	Cash	H2Overdrive (left)	216531		216431	216531	100	10.00				
→ 2059	TAKINGS	Takings	Cash	H2Overdrive (left)		10.00				10.00	0.00	0.00	0.00	0.00

2. Enter the meter readings for the first machine (Checking for meter variance as you go)
3. Enter the cash for the first machine under the amount column (checking for any cash variances)
4. Complete the same process for all you machines.
5. If you have a machine that hasn't been collected then you MUST enter the previous meter reads.
6. Once you have entered the readings and are happy, select post at the top of the screen and then Post and print.
7. A receipt will be printed that will need to go to your admin manager along with the arcade income.

Checking for variances

When you are entering meter reading and cash amounts you will need to pay close attention to the "Meter Movement", "Expected Amount" & "Difference Amount" Columns.

- "Meter Movement" – shows the amount of ticks the meter has made since the last collection and will ultimately contribute to the expected amount of cash we will expect.
- "Expected Amount" – shows the amount of money that machine should have taken.
- "Difference Amount" – Shows the amount of cash difference between what is expected and what you have collected.

Example 1 below shows a meter movement off 100, which creates an expected amount of £10 which is the amount that was collected and entered for that machine. This is therefore correct and we can move onto the next machine.

Example 2 below shows a meter movement of 19000000, which creates an expected amount of £110,196.50. as we only have £10 this is obviously an incorrect meter reading. In this case we should 1st check that you have copied the number across correctly from your collection sheet, if we have then we will need to go back to the machine and take the meter reading again. In this case too many numbers were entered.

Example 1

Arade Machine No. †	Arade Machine Meter Code	Direction †	Type †	Description	Current Meter Reading	Amount	Previous Meter Reading	Current Meter Reading	Meter Movement	Expected Amount	Difference Amount	Lower Tolerance %	Upper Tolerance %	Difference %
2059	CASHIN	In	Cash	H2Overdrive (left)	216531		216431	216531	100	10.00				
→ 2059	TAKINGS	Takings	Cash	H2Overdrive (left)		10.00				10.00	0.00	0.00	0.00	0.00

Example 2

Lines	Manage													
Arade Machine No. †	Arade Machine Meter Code	Direction †	Type †	Description	Current Meter Reading	Amount	Previous Meter Reading	Current Meter Reading	Meter Movement	Expected Amount	Difference Amount	Lower Tolerance %	Upper Tolerance %	Difference %
→ 2052	CASHIN	In	Cash	H2Overdrive (left)	2116431		216431	2116431	1900000	190,000.00				
2059	TAKINGS	Takings	Cash	H2Overdrive (left)		10.00				110,196.50	-110,186.50	0.00	0.00	-99.99

Name	Position	Date	Review Date
Ben Porter	Arade Admin	10/05/2022	01/06/2026

STANDARD OPERATING PROCEDURE

Task	Posting an arcade collection	Department	ARCADE
Prepared By	Ben Porter	Updated	10/05/2022

PROCEDURE

- Once you have entered all the meter reads and cash. Check for variances and take necessary action.
- At the top of the collection sheet make sure Collector code 1 & 2 have been filled in. this will be the user name you use to login into the PHUK system. E.g. Bporter. If for any reason you done the collection by yourself you will enter your name twice.

Process Report Post Actions Reports Fewer options

General

No. COL0015821 Description

Park Code SL Collector 1 Code BPORTER

Arcade Location Code SLARCADE Collector 2 Code BPORTER

- Next click on post at the top of the screen.
- Then click post & print.
- If there are any variances over the tolerance level you will get a notification to ask if you want to post. You should only post if these variances have been investigated and comments made in the comments section of the machine.

COL0015821

Process Report **Post** Actions Reports Fewer options

Post and Print (Shift+F9) Post

No. OL0015821 Description

Park Code SL Collector 1 Code

Arcade Location Code SLARCADE Collector 2 Code

- A receipt will appear which you need to print and give to your Admin Manager along with your cash takings.

Name	Position	Date	Review Date
Ben Porter	Arcade Admin	10/05/2022	01/06/2026

COIN OPERATED ARCADES

- **AGC Machine Collections – Auroramax & Revolutions**
- **FEC Machine Collections – CATD Fruit Machines**
- **FEC Machine Collections – Redemptions, Prize, Video**
- **FEC Machine Collections – Unmetered**
- **Thomas Changers**

STANDARD OPERATING PROCEDURE

Task	Machine Collections – Auroramax+	Department	ARCADE
Prepared By	Ben Porter	Updated	27/05/2025

PROCEDURE

Follow these steps to perform a collection on the Auroramax+ machines.

1. Unlock and pull up the top door to open
2. Unlock and open the bottom door
3. Insert the refill key. (key slot located on the front of the bottom door)
4. Press on the Accountancy button on the screen. (this is where we will find the meter reads)
5. Record the CASHIN, CASHOUT, NOTEIN & NOTEOUT reads from the SEC meter Column (last on the right).
6. Press the back button to go back to the main page.
7. Press the refill notes button on the main screen
8. Then press the hopper dump button (this is a physical button located in the bottom left of the machine.) there are a set of 3 button the dump button is the one on the right.
9. Dump to stacker will appear on the screen, press this button and wait for the notes to be dispensed into the stacker.
10. Once this is complete removed the stacker from the machine. To do this pull down the silver lever and use the key marked stacker to release the stacker from the machine.
11. Collect the notes from the stacker and place the stacker back into the machine, lock it back in place and pull the lever back up.
12. On the main screen press the refill coins button.
13. Press the dump button again then close the bottom door
14. Press the dump coin button on the screen, check the amount dumped on the screen.
15. Open the bottom door and empty the orange coin box.
16. Go back to the refill notes screen and feed your note float into the note acceptor (one note at a time)
17. Put the coin float back into the hopper (£1 coins only)
18. Press the hopper top button on the screen.
19. Lock the bottom door
20. Gently close the top door making sure the locking bar are retracted. Then lock the door
21. Remove the refill key.

Recommended Float: £300 in £1 and £450 in mixed £10 & £20 notes.

Name	Position	Date	Review Date
Ben Porter	Arcade Admin	10/05/2022	01/06/2026

STANDARD OPERATING PROCEDURE

Task	Machine Collections – CATD Fruit Machines	Department	ARCADE
Prepared By	Ben Porter	Updated	10/05/2025

PROCEDURE

CATD Fruit Machines referee to your £5 jackpot fruit machines. These machines will always have meters to read and also contain a float of £50 (please check this against your float sheet as these may be different). The following Standard Operating Procedure is in place for these.

1. Open the bottom door of the machine. The fruit machine will then begin initialising.
2. Once this has completed the display will say "Read Meters?" Press the start button.
3. Continue to press start* until the required meter appears on screen. Record on your collection sheet.

In all cases you will need the Cash In & Cash Out readings (shown below).

In some cases you will need the Note In & Note Out. These will be on your collection sheet if they are needed.



*Some machines will vary and you may have to use other buttons to cycle through the meters. It could also be the nudge/hold button or the cancel. Sometimes the buttons will flash to help indicate which to press. Don't worry if you press the wrong button you can reset the machine by closing and opening the door.

4. We then need to dump the remaining Coins from the hopper. We do this to check if the machine needs to be re-floated. First place your refill key into the slot on the front of the machine and turn it.
5. We then need to press the dump button, this is usually located in the cash box area of your machine.
6. The machine will say " to dump press start". Press Start.
7. The machine will then dispense all the £1 in the hopper counting them on the screen for you. (some machines have a £1 & a 10p hopper, if this is the case you will be asked to dump that after)
8. Once this has been completed choose one of the following steps:
 - If the machine has more than the initial float (usually £50) then the excess should be removed and will be added toward the machine takings.
 - If the machine has less than the initial float (usually £50) then you will need to take cash from the collection box at the bottom of the machine to make the float back to the required level. Occasionally the machine will not take enough money to refloat the machine. In this case you can use income from another machine**

- If the machine dumps the exact float then that's perfect!
- Next open the top door and put the float back into the hopper(s). Some hoppers have a release latch so don't force them. If there are more than one hopper ensure you fill them correctly.
 - Press the hopper top-up button, this is usually located in the top part of the machine and is labelled.
 - Close the top of the machine and lock it
 - Collect the cash from the cash pots at the bottom of the machine.
 - Lock up the rest of the machine.
 - Count the cash and record onto your collection sheet. If you have had to re-float from another machine please enter a negative number eg -£5

** if you use income from another machine you still need to count this towards that machines takings. Eg if I take £5 from a pool table that takes £10 in total I will still need to declare the pool table as £10 even though I now only have £5 in physical cash.

Some machines may have slight variations in the collection process. If you require any further assistance please contact your arcade engineer.

Refill Key



Name	Position	Date	Review Date
Ben Porter	Arcade Admin	10/05/2022	01/06/2026

STANDARD OPERATING PROCEDURE

Task	Machine Collections – Redemption, Prize & Video	Department	ARCADE
Prepared By	Ben Porter	Updated	10/05/2022

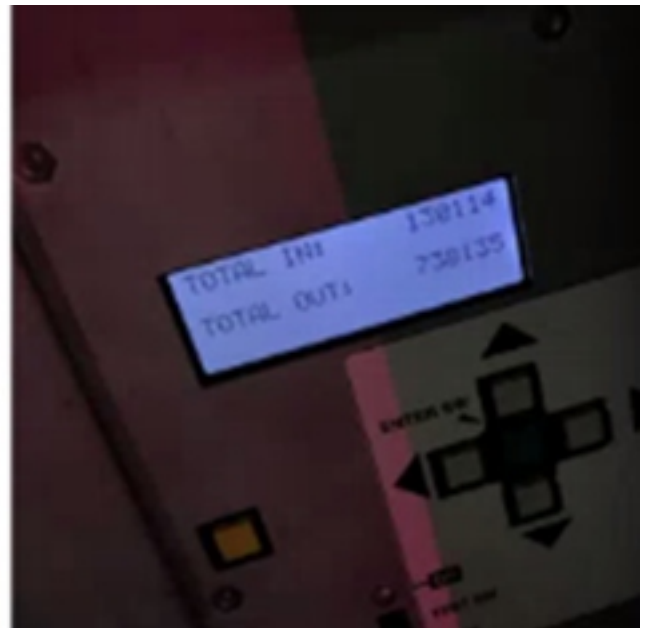
PROCEDURE

Most redemption, Prize & Video machines will have meters to be read. These will either be mechanical coin meters (more popular) or digital meters .

Mechanical Coin Meter



Digital Coin Meter



To complete a collection on these machines follow the Standard Operating Procedure below.

1. Open the door of the machine.
2. Located and record the meters required (check your collection sheet to see which meters are required.)
 - IN meters will be recording the cash taken by the machine.
 - OUT meters will be recording the cash, tickets or prizes the machine gives away.
 - There maybe multiple meters for cash in or prize out for each machine. ONLY meters on your collection sheet should be recorded.
3. Open the cash box and collect the money.
4. Lock up the machine.
5. Count the cash and record on your collection sheet.
6. Enter onto EP.

Digital Meters

Some digital meters will cycle through screens displaying the readings automatically and other machines may require you to press a button to change between reads.

Remember if there are meter lines on your collection sheet there will be meters on the machine. If you require any further support please contact your arcade engineer.

Name	Position	Date	Review Date
Ben Porter	Arcade Admin	10/05/2022	01/06/2026

STANDARD OPERATING PROCEDURE

Task	Machine Collections - Unmetered	Department	ARCADE
Prepared By	Ben Porter	Updated	10/05/2022

PROCEDURE

Some machine on park will not have meter reading to collected. The standard operating procedure for these machine is as follows:

1. Collect the money from the cash box.
2. Count the money and record on your collection sheet
3. Enter the cash on EP

Note: you will know if a machine is unmetered by looking at your collection sheet. If there is only a "TAKINGS" line then there are no meters to be read. However if you see a "CASHIN", "CASHOUT", "TICKETS" or "PRIZE" line then there will be meters on the machine. If you have trouble finding them please contact your arcade engineer for support.

Name	Position	Date	Review Date
Ben Porter	Arcade Admin	10/05/2022	01/06/2026

THOMAS CHANGE MACHINES

BEST PRACTICES

- Keep your change machine floated with coins at all times, if your change machine runs out of coins this will stop guests from getting change and using your machines.
- Once you have completed your arcade collection use the coins to swap with the notes inside your change machine.
- If you run out of change halfway through the week, swap the notes inside your change machine with coins from your most popular machines to help see you through to your next collection.
- Change machine floats should be checked at least once per month.

FLOAT CHECKS

- To dump the machine, turn the dump hopper key inside.
- Press the empty hopper button for £1 coins
- The amount dumped will appear on the front of the change machine
- Removed coins from the coin tray.
- Repeat the process for the other hoppers.
- Once all hoppers are empty and you have the total, refill the hoppers.
- Empty and count the notes in the note box.
- Press the red reset button and lock up the machine.

Hopper Keys



Hopper Empty Buttons



NOTE ACCEPTOR JAMS

- To clear a note acceptor jam, carefully remove the note acceptor from the machine
- Open the note acceptor using the 2 red release buttons
- Remove any notes or foreign objects.
- Close and replace the note acceptor
- Once initialised press the red reset button.
- Close the machine



CASHLESS ARCADES FEC

- **Kiosk – Customer Journey**
- **Kiosk – Maintenance**
- **Kiosk – Collection**
- **RedPro – Redemption Sales & Price Check**
- **RedPro – Sales App - Alert messages**
- **RedPro – SSales App – Reissue Game Card**
- **RedPro – Sales App - Stock Input**
- **RedPro – Arcade Reports**
- **Cashless Arcade Support Group**

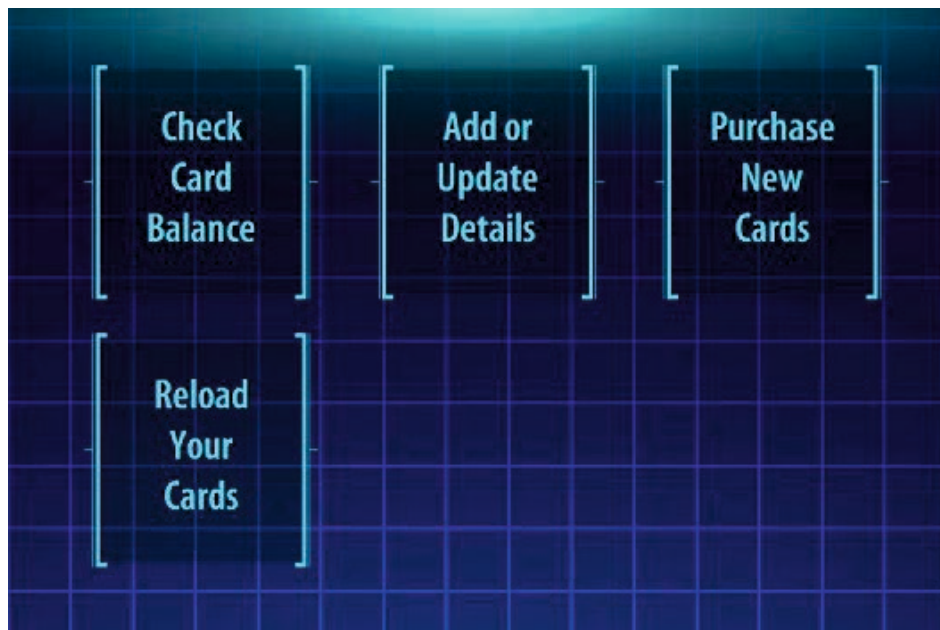
STANDARD OPERATING PROCEDURE

Task	Kiosk Customer Journey	Department	ARCADE
Prepared By	Marc Watkins	Updated	22/04/2025

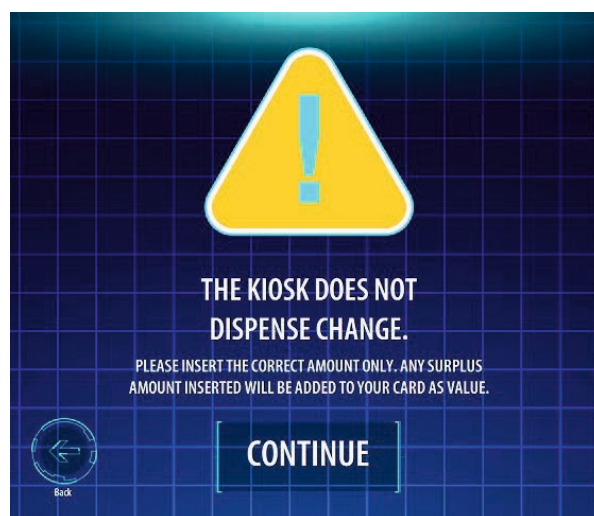
PROCEDURE

Purchasing A Game Card

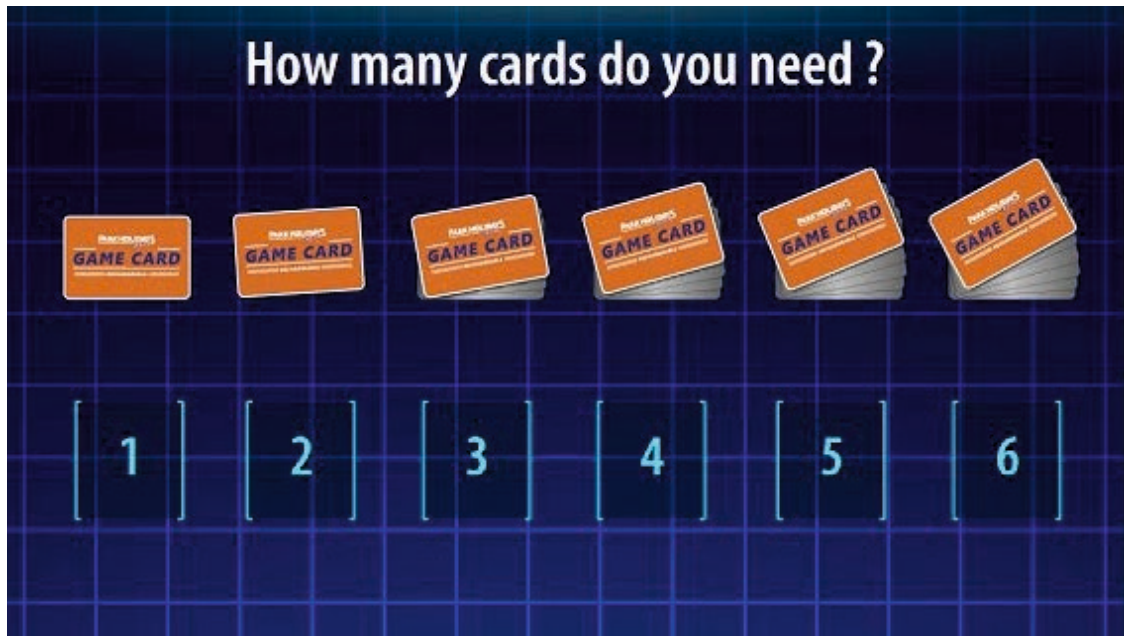
1. To purchase a game card the customer will first need to touch the screen to start.
2. Select "Purchase New Cards".



3. Please note the kiosks do not give change. Any additional cash inserted will be added to the card as credit.



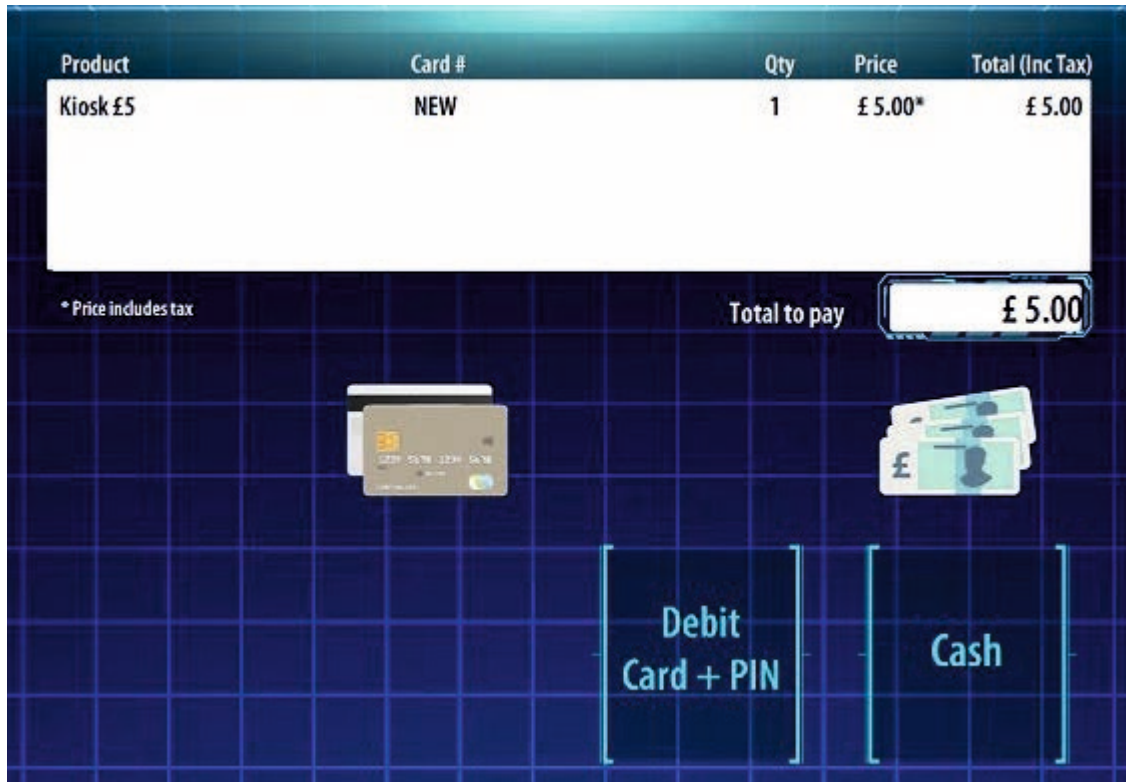
4. Select the number of game cards.



5. Select the value to be added to the card. Please note: Any Amount is not available for new cards.



- Choose the payment method.



- Once the payment has been made the customer will need to select if they want a receipt or not before the card is dispensed. Once the card has been dispensed it can be collected from the chute indicated by the Collect Here arrow.

Reloading A Game Card

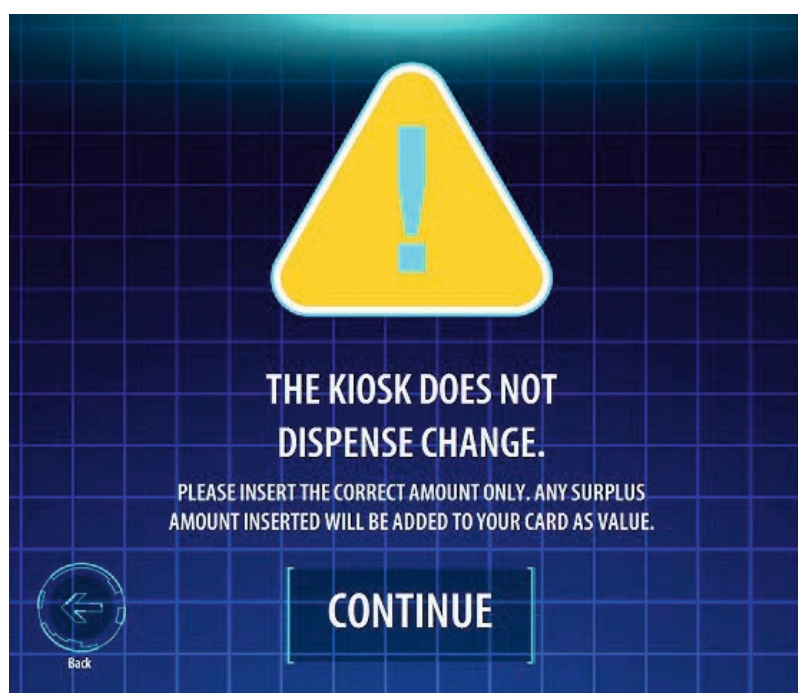
- To reload a game card the customer will first need to touch the screen to start.
- Select "Reload your cards"



3. Tap the game card on the NFC reader.



4. Please note the kiosks do not give change. Any additional cash inserted will be added to the card as credit.



- Select the value to be added to the card.



- Choose the payment method.



- Make the payment.

Checking Game Card Balance

1. To check their card balance the customer will first need to touch the screen to start.
2. Select "Check Card Balance"
3. Tap the game card on the NFC reader.
4. The screen will now show the number of credits and bonus credits remaining and the current ticket balance of that card.

The screenshot shows a digital interface for checking a game card balance. On the left, there are two input fields: 'Free Games' with the value '0' and 'Daily Free Games' with the value '0'. The main area is divided into two white boxes. The top box, titled 'Card Balance', contains the following information: 'GUEST CARD BALANCE 0 Credits', 'Play Balance 0 Credits', and 'Play Bonus Balance 0 Credits'. The bottom box contains: 'Available Play Balance 0 Credits', 'Ticket Balance 0', and 'Package Remaining Time 0 mins'. At the bottom of the screen, there are three large buttons: 'Reload This Card', 'View Play History and Privileges', and 'Check Balance on Another Card'.

A play history is also available on this screen showing the last games played and the number of tickets won.

Available Play Privileges			Recent Play History			
Qty	Attraction	Details	Date / Time	Game	Cost	Tickets
			10 04 06:11 P	Space Catcher #4	3 Credits	0
			10 04 06:10 P	Candy Crane #1	4 Credits	0
			10 04 06:10 P	Candy Crane #1	4 Credits	0
			10 04 06:10 P	Candy Crane #1	4 Credits	0
			10 04 06:10 P	Candy Crane #1	4 Credits	0
			10 04 06:10 P	Candy Crane #1	4 Credits	0
			10 04 06:09 P	Candy Crane #1	4 Credits	0
			10 04 06:07 P	Loopy Bus #1	11 Credits	0
			10 04 06:07 P	Chupa Chups #1	6 Credits	0
			10 04 05:38 P	Sweet Time #1	4 Credits	0

Card Registration

Customers can register their game cards using their name and email address. The main advantage of doing this is it allows us to transfer any credits and tickets to a new card if the original one is lost or damaged. Customers that register their card with an email address will not receive any emails from us. To register a game card please perform the following steps.

1. On the kiosk main menu select "Add or update details".
2. Tap the game card on the NFC reader
3. Enter the name and email address

The screenshot shows a kiosk interface for card registration. At the top, there are four circular buttons for titles: "Mr", "Mrs", "Ms", and "Master". To the right of these is a "Title5" label and a circular icon. Below the title buttons are input fields for "First Name", "Surname", and "Date of Birth". The "Date of Birth" field is a date picker showing "00/00/0000". To the right of these fields is an "E-Mail" input field. Below the "First Name" and "Surname" fields are "Area Name" and "Caravan Name" input fields. Below the "Date of Birth" field is a "Phone" input field. A large green "Save Changes" button is located to the right of the "Phone" field. At the bottom of the screen is a virtual keyboard with numbers 1-0, letters q-z, and special keys like "Caps", "#+=", "@", and ".".

Blue Reader Bonus

When purchasing or reloading a game card the customer will receive an additional 10% of the credits purchased as free bonus credits. These credits can only be used on a machine with a blue reader.



Name	Position	Date	Review Date
Marc Watkins	Arcade Engineer	22/04/2022	01/06/2026

STANDARD OPERATING PROCEDURE

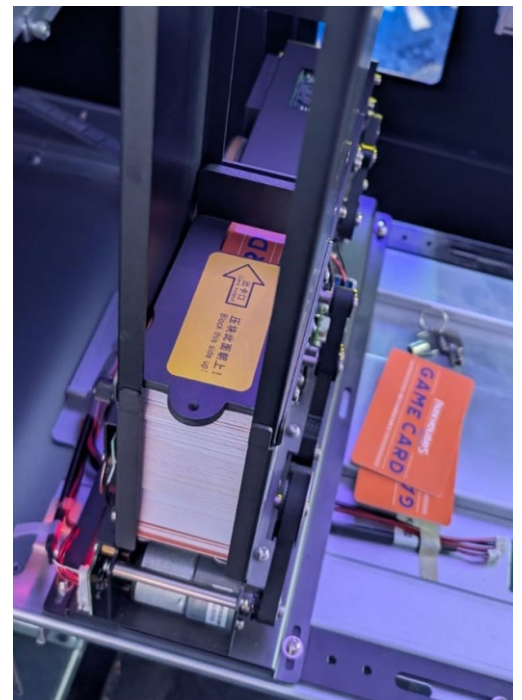
Task	Kiosk Maintenance	Department	ARCADE
Prepared By	Marc Watkins	Updated	22/04/2025

The following guide will walk you through the steps of performing basic kiosk checks and refills. These include coin mech jams, note mech jams and refilling game cards.

PROCEDURE

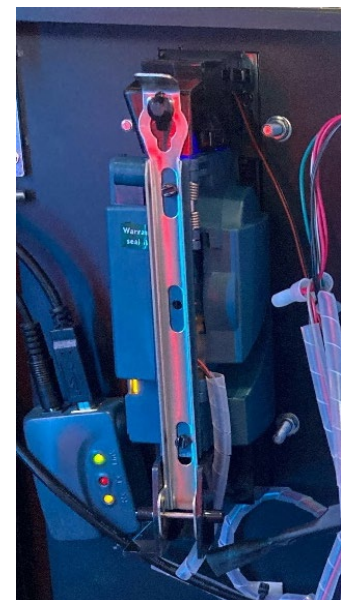
Refilling Game Cards

1. To refill the game cards in the kiosk; start by opening the main door and loosening the two thumb screws. Once these are loose the card dispenser drawer can be slid forward to gain access to the card stack.
2. Remove the metal weight from the top of the card stack.
3. Add the cards to the stack in small bundles face up.
4. Replace the metal weight back on top of the card stack. Please ensure the weight is installed the correct way round.



Clearing Coin Jam

1. Slide metal part up and fold down to release the coin mech.
2. Carefully remove any coins or rubbish that may be stuck.
3. Place the coin mech back into the holder. Make sure it is in the correct orientation.
4. Lift the metal part back up and slide down to lock it into place.



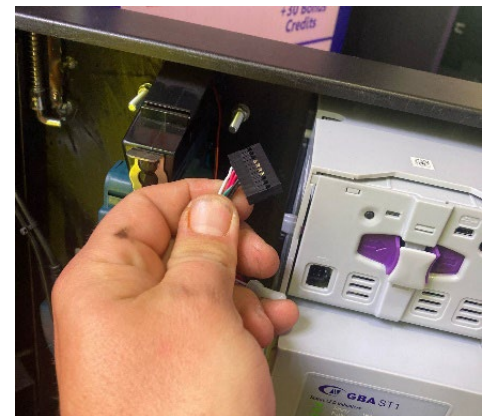
Clearing Note Jam

1. Power off the kiosk.



2. Remove the note box.

3. Carefully remove the two plugs on either side of the note acceptor.



4. Once these have been removed pinch the two purple buttons together as indicated by the arrows and pull the note acceptor head towards you.



5. You now have access to remove any notes or other items that may be stuck.

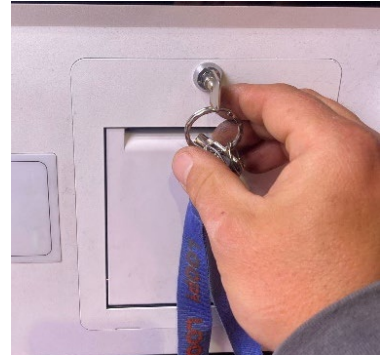
6. Reverse the process to put it back together ensuring the plugs are installed correctly.

7. Power on the kiosk and wait for the application to load.

Replacing Receipt Paper

If the kiosk runs out of receipt paper it will make an audible cricket noise.

1. Open the outer printer door using the small key.



2. Release the printer head by pressing the button.



3. Remove the old receipt roll core.

4. Insert the new receipt roll as shown with the paper feeding from the top of the roll.

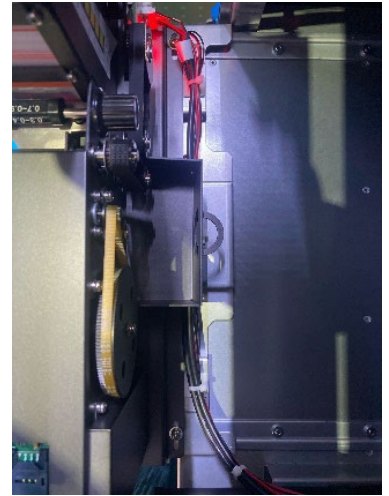


5. Close the printer head. It will automatically feed and cut the excess paper.

6. Close the outer door.

Emptying The Card Reject Tray

1. Loosen the thumb screws and slide out the card dispenser.
2. On the far side of the card dispenser is a small tray. Remove this tray and empty any rejected cards.
3. Place the tray back into the card dispenser.
4. Carefully slide the card dispenser back and tighten the thumb screws.



Name	Position	Date	Review Date
Marc Watkins	Arcade Engineer	22/04/2022	01/06/2026

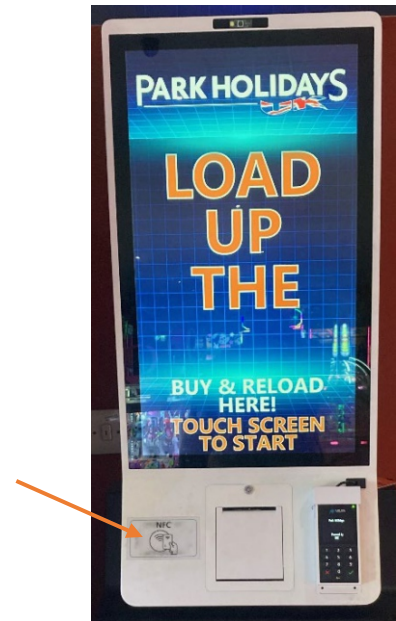
STANDARD OPERATING PROCEDURE

Task	Kiosk Collection	Department	ARCADE
Prepared By	Marc Watkins	Updated	22/04/2025

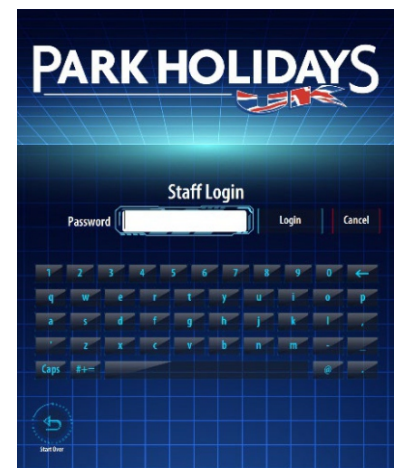
This guide will walk you through the process of performing a weekly cash collection on an arcade kiosk. It is only required if your kiosk accepts cash payments.

PROCEDURE

1. Tap your staff card on the NFC reader.



2. Press the Login button. Note: you do not need to enter a password after tapping your staff card.



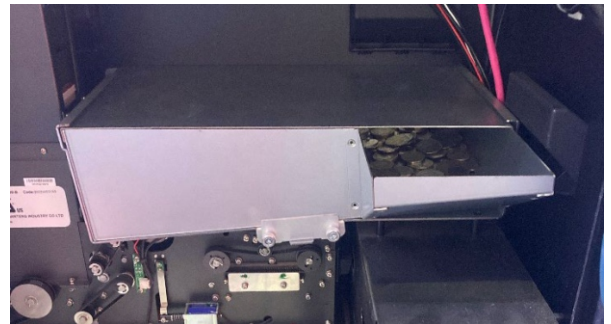
ta

- Press Close Kiosk Session, then select yes. The kiosk will now print off a receipt of the takings since the previous collection.

IMPORTANT NOTE: Only press the Close Kiosk Session button once. If it does not print a receipt, please continue with the collection and contact the arcade department to fix the printer and reprint the receipt. We can do this remotely.



- The coins can now be removed from the kiosk. Remove the coin box by loosening the two thumb screws and sliding the coin box out. Please make sure to reattach the securing plate afterwards to secure the coin box.



- Finally remove the notes from the note box. This is done by pressing the purple button on the bottom of the note box. To remove the notes from the note box; squeeze the two clips on either side of the note box and lift the lid. Reverse this process to reattach the note box.



- Count the cash and make sure it matches the values on the receipt.

Name	Position	Date	Review Date
Marc Watkins	Arcade Engineer	22/04/2022	01/06/2026

STANDARD OPERATING PROCEDURE

Task	Redemption Sales & Price Check	Department	ARCADE
Prepared By	Stephen Rossiter	Updated	22/04/2025

REDEMPTION SALES

- Before use, your RedPro Till should look like the image below.

REDEEMED			0
REMAINING			0
Description	Qty	Value	

If it does not and looks like the image below, you can press the close window button in the top left corner to return to the home screen.

PRIZES (v2024.1.0.4241)

Close Window Card Maintenance Multiply Item Park Customer View Parked Customers Tools Menu Go to SALES Login Cashier Exit Application

Redeemed 0

Remaining 0

Product ID Item Description Qty Value

Search Description: Value From: Value To: Barcode: Search Clear Fields

Description	On Hand	Barcode	Value
"10" BONNIE DOG"	34	5050788420100	2000
"10" SITTING MONKEY 2 ASSORTED"	28	5050788410103	2000
10 Inch ROUND STRAWBERRY & AVOCADO	0	5050788384101	1000
10CM SPACEMAN NIGHT LIGHT	0	5050788030119	500
10W LED Qi WIRELESS CHARGER	0	5054061347616	1875
3.5 Inch LOONEY TUNE BAG CLIP	69	505019528066	300
4 Colour Ball Pen	449	5035510102957	200
5.5CM BLACK CRATER SQUISH BALL BAG CLIP IN X 12	10	5050788015463	400
50CM SMILEY HOPPER	0	5031470015969	1275
5CM SQUISHY CUPCAKE KEYRING	0	5050788092532	100
5p Macram Stripes 8x120 (960)	1354	05012035 91580	10
6Cm Goggle Eyed Alien	60	5050788015722	300
7CM RAINBOW FLASHING BOOMBALL IN X 12	39	5050788013353	450
7CM RAINBOW SUPER BOUNCE FLASHING BALL IN X 12	67	5050788013360	500
94Cm Water Pallet Snipe Gun	0	5050788094468	4165
ALARM CLOCK CHARGER (12)	1	5054061453453	2875
Alien Egg	18	5050788015500	300
ALIEN FIZZY	0	5021813156492	350
8x4 CLIP 10CM SEALIEE BELLISH	65	5050788014411	500

Additional Cards / Vouchers

Card / Voucher Number	Type	Tickets	Remove
			Remove All

Finalize Trans Finalize Trans and Print Cancel All Cancel Item Add Card

- Before proceeding with a sale, you will need to log yourself in, this can be achieved by swiping your STAFF PASS through the magstrip and selecting a free window.



- Once you have selected a window the app will display your credentials in the bottom left of the selected window to confirm you are logged in.

You are being served by: Stephen Rossiter - PHUK Engineer

- Swipe the guest card through the magstripe, and select the window you are using.

REDEEMED		0	REDEEMED		0
REMAINING		0	REMAINING		0
Description	Qty	Value	Description	Qty	Value
Please select a redemption window to assign this card Existing Customer Card (0343132115) 1 2 Cancel					
You are being served by: Stephen Rossiter - PHUK Engineer					

0343132115		0			0
REDEEMED		574	REDEEMED		0
REMAINING			REMAINING		0
Description	Qty	Value	Description	Qty	Value
You are being served by: Stephen Rossiter - PHUK Engineer					

- Once you have selected your window the guests' tickets will be displayed on the screen. From here you can proceed with the sale by scanning product barcodes with the appropriate colour coded handheld scanner. The system will automatically deduct any tickets from the remaining line and instead assign them to the redeemed line.

0343132115			REDEEMED REMAINING		
		415			0
		159			0
Description	Qty	Value	Description	Qty	Value
5p Maoam Stripes 8x120 (960)	1	10			
Haribo Bag	1	30			
DISNEY POP UP LOLLIPOP (72)	1	375			
Added Item DISNEY POP UP LOLLIPOP (72)					

6. If you wish to remove any products from the sale for any reason tap the darker coloured bar at the top of the screen and it will transition to the following display.

0343132115			REDEEMED REMAINING		
		415			0
		159			0
Description	Qty	Value	Description	Qty	Value
5p Maoam Stripes 8x120 (960)	1	10			
Haribo Bag	1	30			
DISNEY POP UP LOLLIPOP (72)	1	375			

PRIZES (v2024.1.0.4241)					
Close Window Card Maintenance Multiply Item Park Customer View Parked Customers Tools Menu Go to SALES Logout Cashier Exit Application					
0343132115			415		
Redeemed			159		
Product ID	Item Description	Qty	Value		
187220002000000203	5p Maoam Stripes 8x120 (960)	1	10		
187220002000000204	Haribo Bag	1	30		
187220002000000222	DISNEY POP UP LOLLIPOP (72)	1	375		
				Search Description: Value from: Value to: Barcode:	
				Search Clear Fields	
				Description On Hand Barcode Value	
				"10" BONNIE DOG" 34 5050788420106 2000	
				"10" SITTING MONKEY 2 ASSORTED" 28 5050788411103 2000	
				10 inch ROUND STRAWBERRY & AVOCADO 0 5050788384101 1000	
				10CM SPACEMAN NIGHT LIGHT 0 5050788093119 500	
				10W LED Qi WIRELESS CHARGER 0 5054061347615 1875	
				3.5 inch LOONEY TUNE BAG CLIP 69 5050195286065 300	
				4 Colour Ball Pen 449 5035510105957 200	
				5.5CM BLACK CRATER SQUISH BALL BAG CLIP IN X 12 10 5050788011463 400	
				5CM SMILEY HOPPER 0 5031470019969 1275	
				5CM SQUISHY CUPCAKE KEYRING 0 5050788093532 100	
				5p Maoam Stripes 8x120 (960) 1354 05012035 91580 10	
				6Cm Goggle Eyed Alien 60 5050788015722 300	
				7CM RAINBOW FLASHING BOOMBALL IN X 12 39 5050788011353 450	
				7CM RAINBOW SUPER BOUNCE FLASHING BALL IN X 12 67 5050788011360 500	
				94Cm Water Pellet Snipe Gun 0 5050788094468 4165	
				ALARM CLOCK CHARGER (12) 1 5054061463453 2875	
				Alien Egg 18 5050788011500 300	
				ALIEN FIZZY 0 5021813156482 350	
				Ball Clip 10CM SPACEMAN LIGHT 0 5050788011411 500	
				Additional Cards / Vouchers	
				Card / Voucher Number Type Tickets	
				Remove	
				Remove All	
Finalize Trans Finalize Trans and Print Cancel All Cancel Item Add Card					
Added Item DISNEY POP UP LOLLIPOP (72)					

7. From here tap the product you wish to remove from the sale and click 'Cancel Item'.

PRIZES (v2024.1.0.4241)

Close Window Card Maintenance Multiply Item Park Customer View Parked Customers Tools Menu Go to SALES Logout Cashier

0343132115

Redeemed 415
Remaining 159

Product ID	Item Description	Qty	Value
18722000200000203	Sp Macam Stripes 8x120 (960)	1	10
18722000200000204	Haribo Bag	1	30
18722000200000222	DISNEY POP UP LOLLIPOP (72)	1	375

Search Description: Value from: Value to: Barcode:

Description	On Hand	Barcode	Value
"10" BONNIE DOG"	34	5050788420106	2000
"10" SITTING MONKEY 2 ASSORTED"	28	5050788411103	2000
10 Inch ROUND STRAWBERRY & AVOCADO	0	5050788384101	1000
10CM SPACEMAN NIGHT LIGHT	0	5050788093119	500
10W LED Qi WIRELESS CHARGER	0	5054061347616	1875
3.5 Inch LOONEY TUNE BAG CLIP	69	506019528066	300
4 Colour Ball Pen	449	5035510105957	200
5.5CM BLACK CRATER SQUISH BALL BAG CLIP IN X 12	10	5050788015463	400
50CM SMILEY HOPPER	0	5031470019969	1275
5CM SQUISHY CUPCAKE KEYRING	0	5050788092532	100
Sp Macam Stripes 8x120 (960)	1354	05012035 91580	10
6Cm Goggle Eyed Alien	60	5050788015722	300
7CM RAINBOW FLASHING BOOMBALL IN X 12	39	5050788013353	450
7CM RAINBOW SUPER BOUNCE FLASHING BALL IN X 12	67	5050788013360	500
94Cm Water Pellet Snipe Gun	0	5050788094468	4165
ALARM CLOCK CHARGER (12)	1	5054061463453	2875
Alien Egg	18	5050788015500	300
ALIEN FIZZY	0	5021813156482	350
BAG CLIP 10CM SEALIE PLUSH	66	5050788014111	500

Additional Cards / Vouchers

Card / Voucher Number	Type	Tickets
-----------------------	------	---------

Finalize Trans Finalize Trans and Print Cancel All Cancel Item Add Card

Added Item DISNEY POP UP LOLLIPOP (72)

Once the 'Cancel Item' button has been pressed the item will be removed and the tickets will be returned from the redeemed line to the remaining line. As above in step 1 you can return to the homepage at any point using the 'Close Window' button.

PRIZES (v2024.1.0.4241)

Close Window Card Maintenance Multiply Item Park Customer View Parked Customers Tools Menu Go to SALES Logout Cashier

0343132115

Redeemed 385
Remaining 189

Product ID	Item Description	Qty	Value
18722000200000203	Sp Macam Stripes 8x120 (960)	1	10
18722000200000222	DISNEY POP UP LOLLIPOP (72)	1	375

Search Description: Value from: Value to: Barcode:

Description	On Hand	Barcode	Value
"10" BONNIE DOG"	34	5050788420106	2000
"10" SITTING MONKEY 2 ASSORTED"	28	5050788411103	2000
10 Inch ROUND STRAWBERRY & AVOCADO	0	5050788384101	1000
10CM SPACEMAN NIGHT LIGHT	0	5050788093119	500
10W LED Qi WIRELESS CHARGER	0	5054061347616	1875
3.5 Inch LOONEY TUNE BAG CLIP	69	506019528066	300
4 Colour Ball Pen	449	5035510105957	200
5.5CM BLACK CRATER SQUISH BALL BAG CLIP IN X 12	10	5050788015463	400
50CM SMILEY HOPPER	0	5031470019969	1275
5CM SQUISHY CUPCAKE KEYRING	0	5050788092532	100
Sp Macam Stripes 8x120 (960)	1354	05012035 91580	10
6Cm Goggle Eyed Alien	60	5050788015722	300
7CM RAINBOW FLASHING BOOMBALL IN X 12	39	5050788013353	450
7CM RAINBOW SUPER BOUNCE FLASHING BALL IN X 12	67	5050788013360	500
94Cm Water Pellet Snipe Gun	0	5050788094468	4165
ALARM CLOCK CHARGER (12)	1	5054061463453	2875
Alien Egg	18	5050788015500	300
ALIEN FIZZY	0	5021813156482	350
BAG CLIP 10CM SEALIE PLUSH	66	5050788014111	500

Additional Cards / Vouchers

Card / Voucher Number	Type	Tickets
-----------------------	------	---------

Finalize Trans Finalize Trans and Print Cancel All Cancel Item Add Card

Cancelled Item Haribo Bag

- Once the guest has finished selecting products and wishes to close out the active transaction you can press the 'Finalize Trans' button to finish the sale, this will remove any selected products from your stock levels and remove any spent tickets from the guest's game card.

PRIZES (v2024.1.0.4241)

Close Window Card Maintenance Multiply Item Park Customer View Parked Customers Tools Menu Go to SALES Logout Cashier Exit Application

0343132115

Redeemed Remaining 385 189

Search: [] Value from: [] Value to: [] Search Clear Fields +

Barcode: []

Product ID	Item Description	Qty	Value
1872200020000203	5p Macan Stripes 8x120 (960)	1	10
1872200020000222	DISNEY POP UP LOLLIPOP (72)	1	375

Description	On Hand	Barcode	Value
10" BONNIE DOG	34	505078942706	2000
10" SITTING MONKEY 2 ASSORTED	28	5050789418103	2000
10 Inch ROUND STRAWBERRY & AVOCADO	0	5050789384101	1000
10CM SPACEMAN NIGHT LIGHT	0	5050789093119	500
10W LED Qi WIRELESS CHARGER	0	5054061347616	1875
3.5 Inch LOONEY TUNE BAG CLIP	69	5060195280066	300
4 Colour Ball Pen	449	5035510105957	200
5CM BLACK CRATER SQUISH BALL BAG CLIP IN X 12	10	5050789015463	400
5CM SMILEY HOPPER	0	5031470019969	1275
5CM SQUISHY CUPCAKE KEYRING	0	5050789092532	100
5p Macan Stripes 8x120 (960)	1354	05012035 91580	10
6Cm Goggle Eyed Alien	60	5050789015722	300
7CM RAINBOW FLASHING BOOMBALL IN X 12	39	5050789013363	450
7CM RAINBOW SUPER BOUNCE FLASHING BALL IN X 12	67	5050789013360	500
94Cm Water Pellet Sniper Gun	0	5050789094468	4165
ALARM CLOCK CHARGER (12)	1	5054061463453	2875
Alien Egg	18	5050789015500	300
ALIEN FIZZY	0	5021813156482	350
BAG CLIP 10CM SEALUKE BLUSH	66	5050789051111	600

Additional Cards / Vouchers

Card / Voucher Number	Type	Tickets
[]	[]	[]

Remove Remove All

Finalize Trans Finalize Trans and Print Cancel All Cancel Item Add Card

Canceled Item: Haribo Bag

Confirmation of the sales will be displayed in the bottom left corner of the screen

Finalize Trans Finalize Trans and Print Cancel All Cancel Item Add Card

Finalize Transaction Successful - Source ID: 0343132115

- When you have finished on the RedPro you should make sure to log yourself out to ensure any further transactions that take place are not done under your ID and someone else is required to log in. This can be achieved by pressing 'Logout Cashier' at the top of the screen.

Close Window Card Maintenance Multiply Item Park Customer View Parked Customers Tools Menu Go to SALES Logout Cashier Exit Application

Confirmation of your logging out can be found in the bottom left corner of the screen.

Finalize Trans Finalize Trans and Print Cancel All Cancel Item Add Card

Cashier: Stephen Rossiter - PHUK Engineer logged out

PRICE CHECKS

1. If at any point during an active sale you need to price check an item there is 2 ways to achieve this depending on how your RedPro is configured.

Process 1 – If your RedPro is configured with 2 windows you can use the second window to check prices without impeding your active sale. To do, ensure the second window does not have anyone logged into it by following steps 6 and 9 from above. Once this has been done you can scan the barcode of any product, and it will display the name and cost of the item.

REDEEMED 0		
REMAINING 0		
Description	Qty	Value
PRICE CHECK! 17Cm Fried Egg Sticky 250 tkts		
Price Check: 17Cm Fried Egg Sticky (250 tkts)		

Process 2 – If your RedPro is configured with a single window you will need to press the darker coloured bar as per step 6 of the sales process above. From there the right-hand side of the screen will show a complete stock list of everything onsite.

PRIZES (v2024.1.0.4241)

Close Window Card Maintenance Multiply Item Park Customer View Parked Customers Tools Menu Go to SALES Login Cashier Exit Application

Redeemed 0
Remaining 0

Product ID Item Description Qty Value

Search: Description: Value (from): Value (to): Barcode:

Search Clear Fields +

10" BONNIE DOG 34 505078842106 2000

10" SITTING MONKEY 2 ASSORTED 28 505078841103 2000

10 inch ROUND STRAWBERRY & AVOCADO 0 5050788384101 1000

10CM SPACEMAN NIGHT LIGHT 0 5050788093119 500

10W LED Qi WIRELESS CHARGER 0 5054061347616 1875

3.5 inch LOONEY TUNE BAG CLIP 69 5050195286066 300

4 Colour Ball Pen 449 5035510105957 200

5.5CM BLACK CRATER SQUISH BALL BAG CLIP IN X 12 10 5050788015463 400

50CM SMILEY HOPPER 0 5031470015969 1275

5CM SQUISHY CUPCAKE KEYRING 0 5050788092532 100

5p Macam Stripes 5x120 (960) 1354 05012035 91580 10

6Cm Goggle Eyed Alien 60 5050788015722 300

7CM RAINBOW FLASHING BOOMBALL IN X 12 39 5050788013353 450

7CM RAINBOW SUPER BOUNCE FLASHING BALL IN X 12 67 5050788012360 500

94cm Water Pellet Sniper Gun 0 5050788094468 4165

ALARM CLOCK CHARGER (12) 1 5054061463453 2875

Alien Egg 18 5050788015500 300

ALIEN FIZZY 0 5021813156482 350

BAG CLIP 10CM SEALIE BLUSH 65 5050788014111 500

Additional Cards / Vouchers

Card / Voucher Number Type Tickets

Remove

Remove All

Finalize Trans Finalize Trans and Print Cancel All Cancel Item Add Card

From this list you can search for any product, bear in mind the search function will only search a single word. Once you have entered your search term press the search button.

Search

Description: Haribo

Value (from): Value (to):

Barcode:

Search Clear Fields +

1 2 3 4

This will refine the product list to only show items that contain the entered phrase. The price for those products is then displayed in the 'Value' column, if you unsure which the correct entry you can compare the barcode on the product to the barcode on the screen.

Search

Description: Haribo

Value (from): Value (to):

Barcode:

Search Clear Fields +

1 2 3 4

Description	On Hand	Barcode	Value
Haribo - Starmix Box	1	5012035956974-...	800
Haribo Bag	1027	5012035905088-...	30
HARIBO MOOD LIGHT	0	5060767277683	2120

Name	Position	Date	Review Date
Stephen Rossiter	Arcade Engineer	22/04/2022	01/06/2026

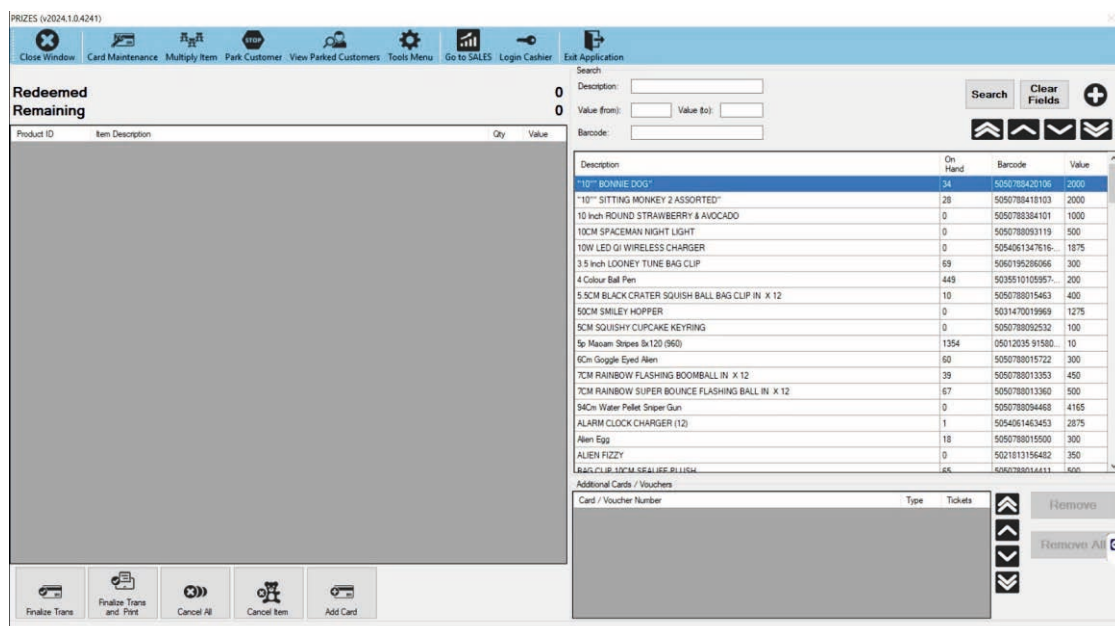
STANDARD OPERATING PROCEDURE

Task	Alert Messages	Department	ARCADE
Prepared By	Stephen Rossiter	Updated	22/04/2025

ALERT MESSAGES – MANUALLY CHECKING

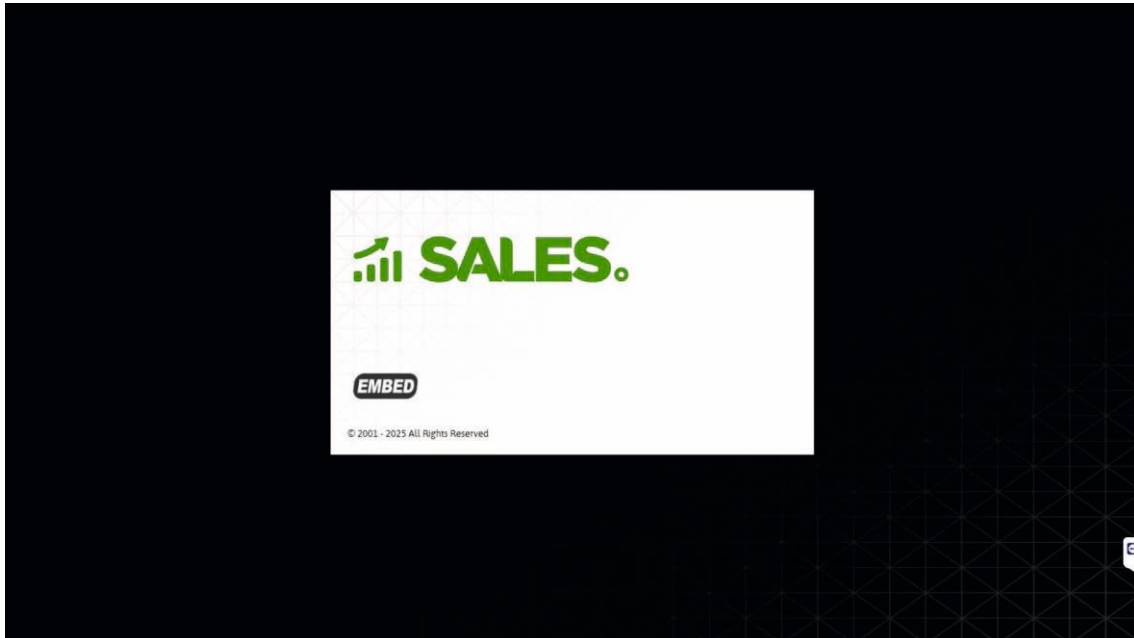
The RedPro till is in constant communication with the self-service kiosks and card readers in your arcade and is capable of providing real time alerts to issues in the arcade.

- Before use, your RedPro Till should look like either of images below.

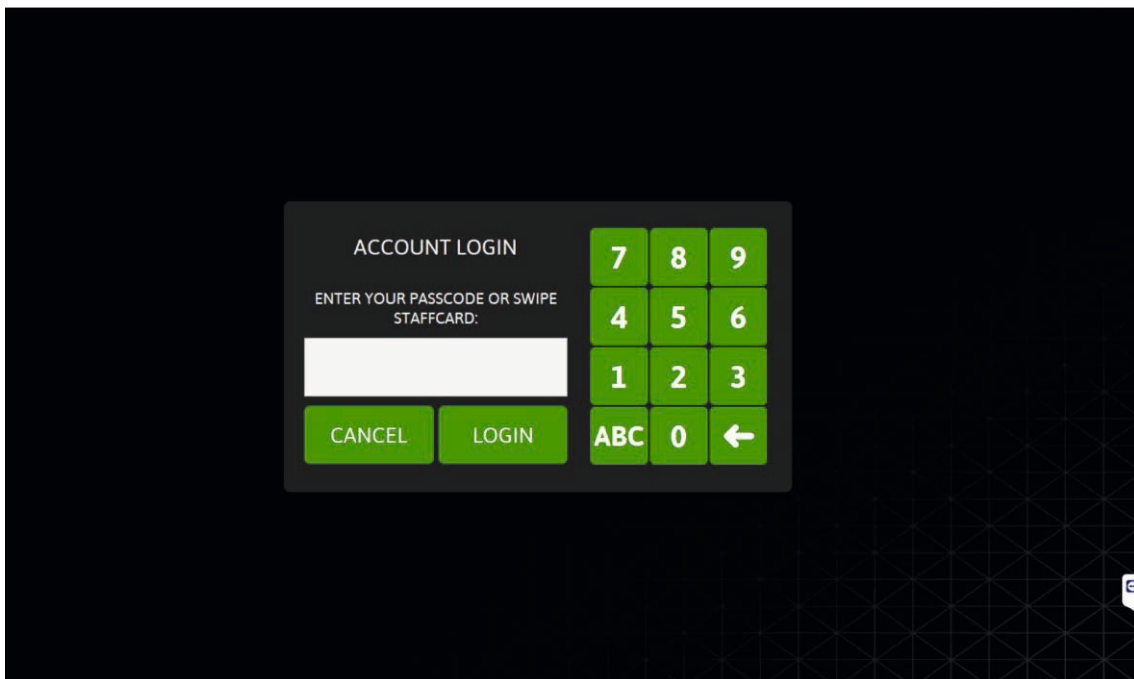


- If your screen looks like the first image press the dark coloured bar as per step 6 of the Redemption Sales SOP. From there access the Sales app can be gained by pressing the 'Go To Sales' button on the top bar.

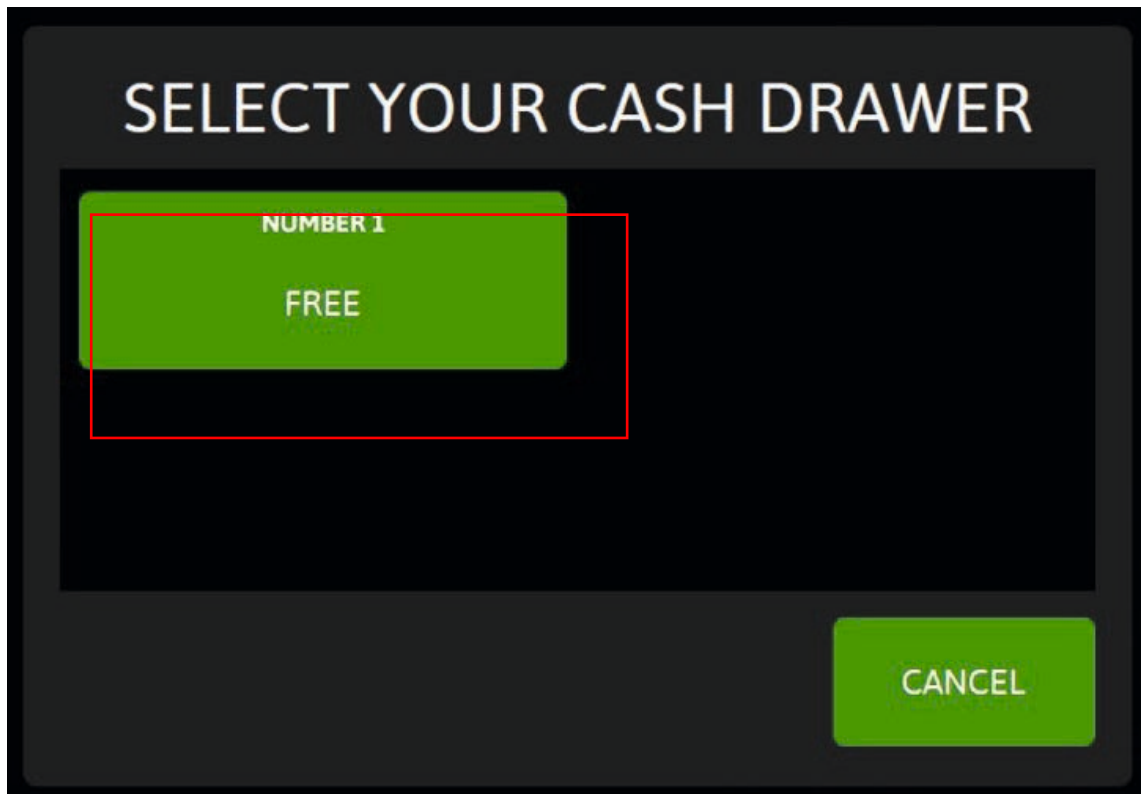
PRIZES (v2024.1.0.4241)



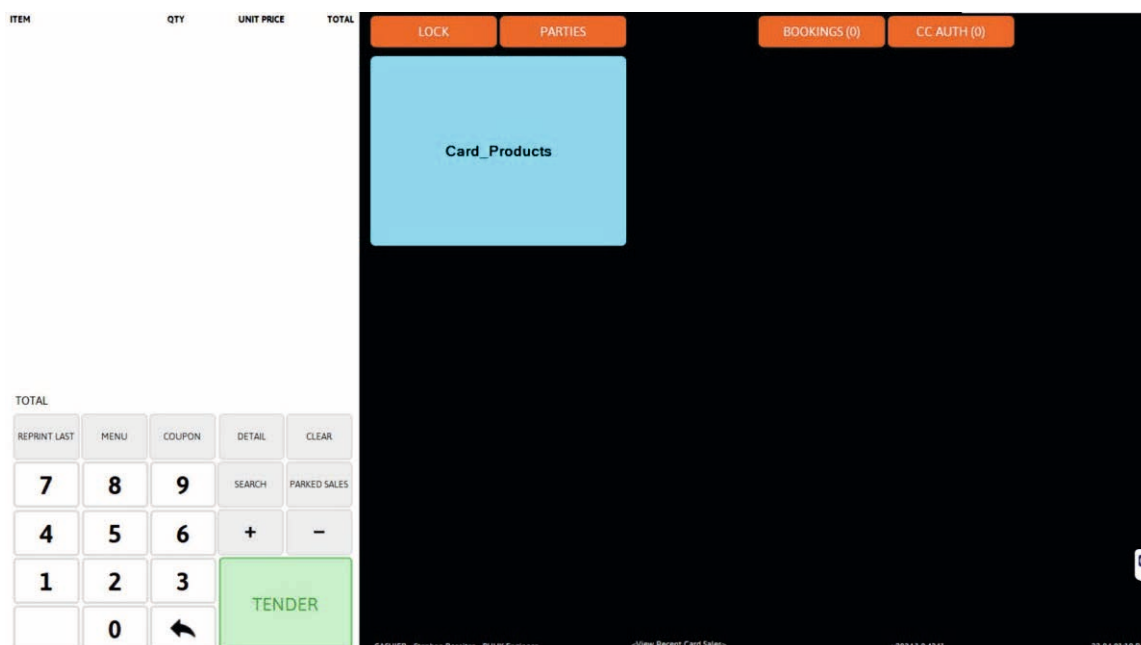
- From here swipe your STAFF PASS through the magstripe to log in.



Once you swipe your card you will be asked to select a Cash Drawer, select the free draw to finish the log in process.

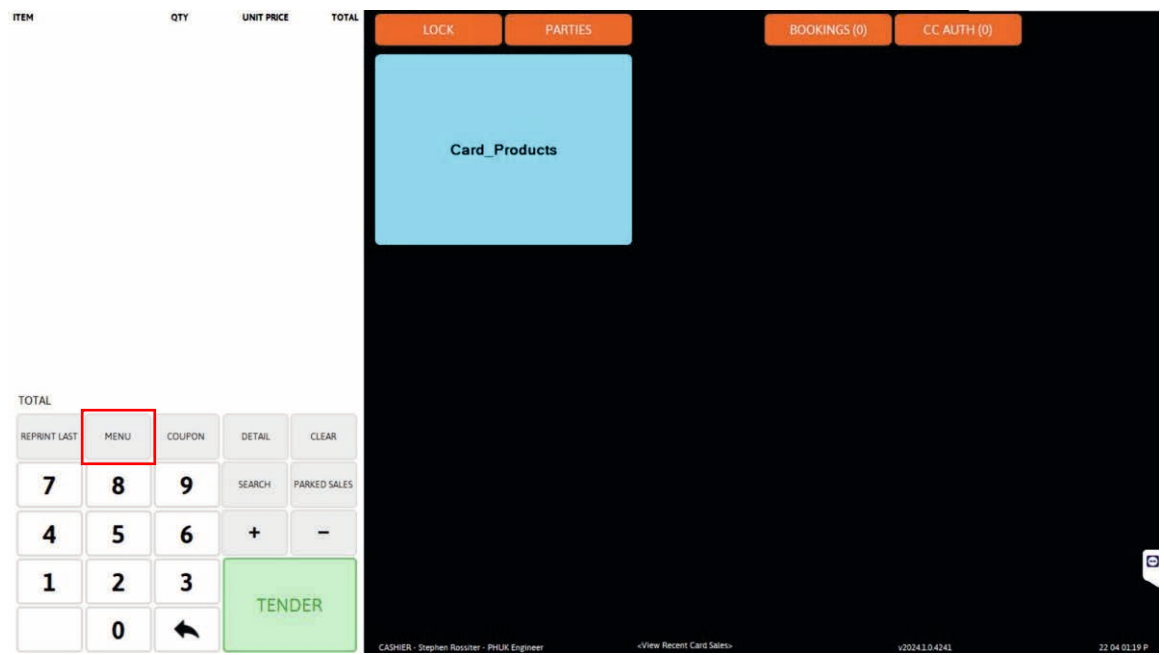


Once logged in the screen should look similar to this. Any differences in the layout will be down to how each site is configured.

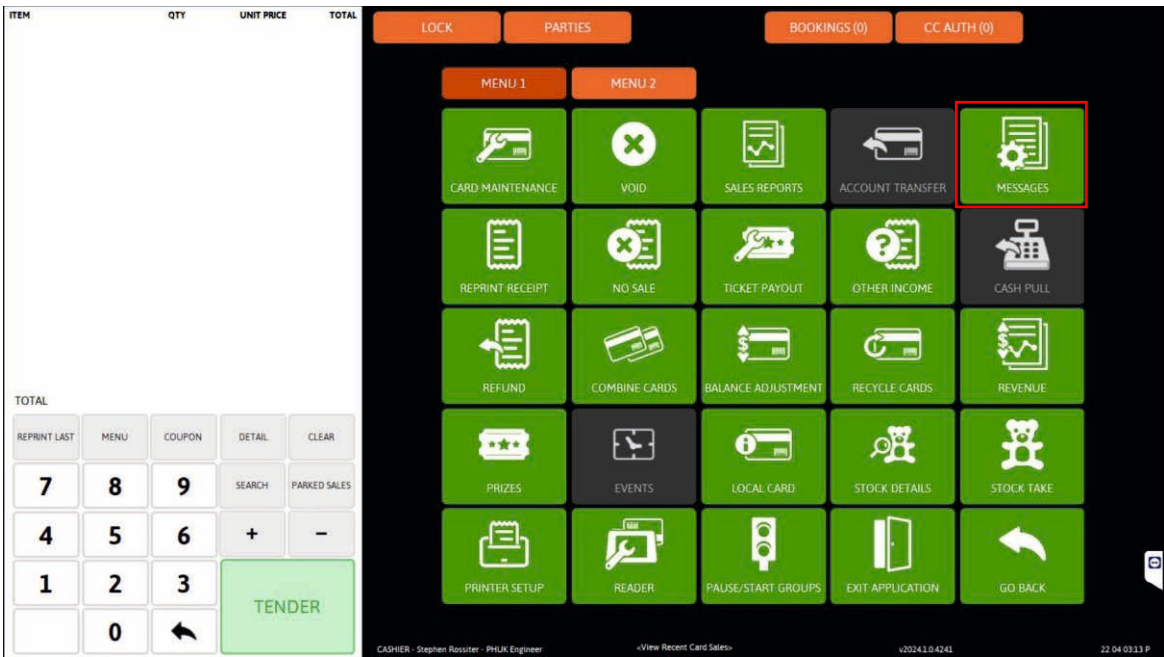




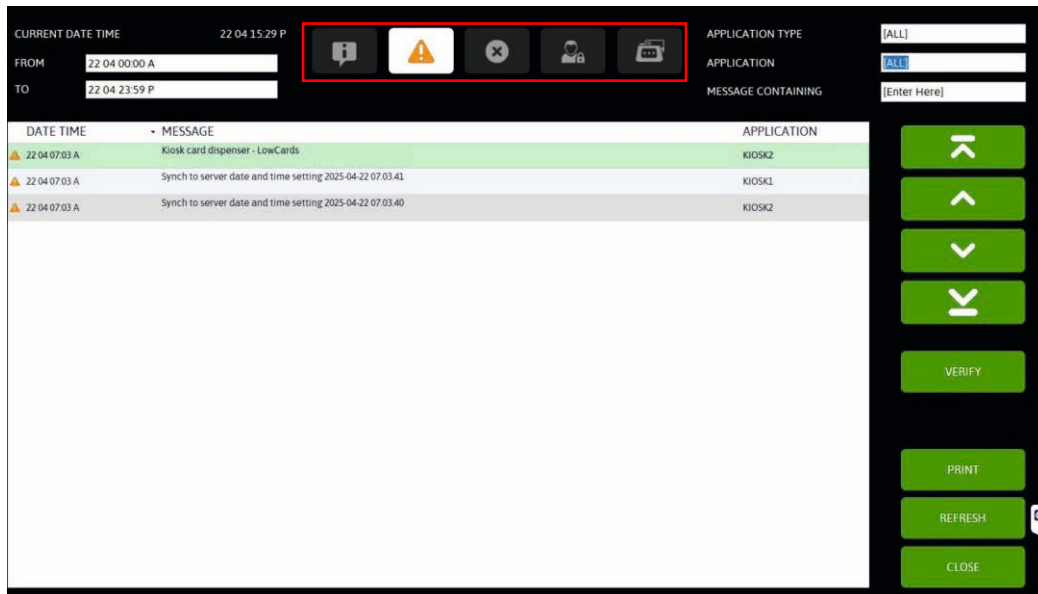
4. Press the menu button in the bottom left corner.



5. Followed by the 'Messages' button in the top right corner.



- Deselect everything along the top bar of buttons excluding the orange warning triangle

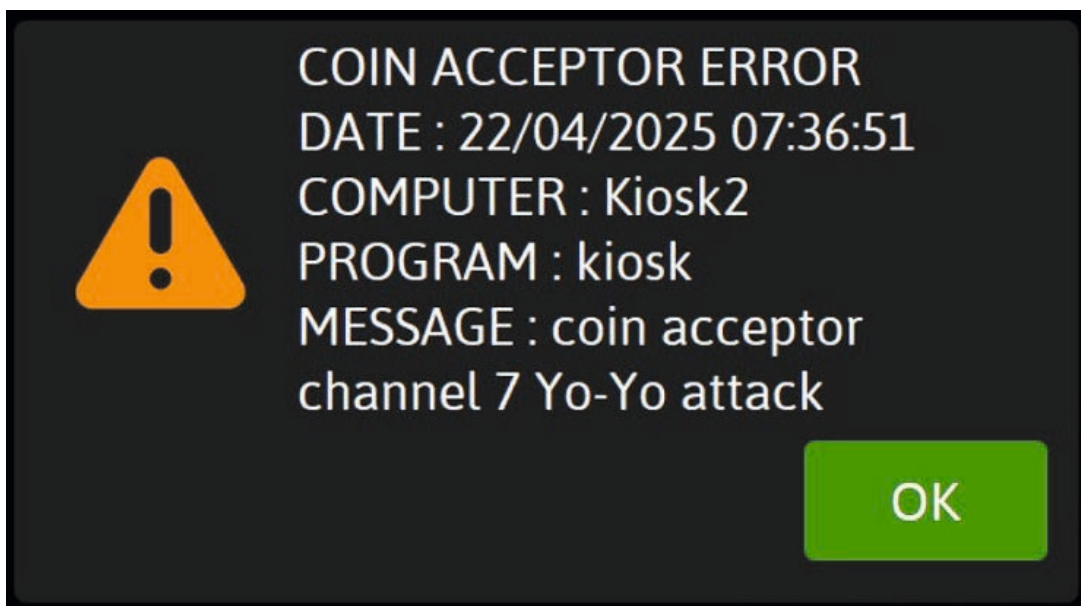


As you can see from the example above Kiosk 2 is indicating it is low on game cards and needs refilling. The messages are time and date stamped to provide accurate alerts and prevent needless double and triple checking.

- When you are finished press the 'Close' Button

ALERT MESSAGES – AUTOMATED ALERTS

- The Sales App will also produce pop-up alerts when you log into the application, these will indicate the machine the error has occurred on and what is causing the error.



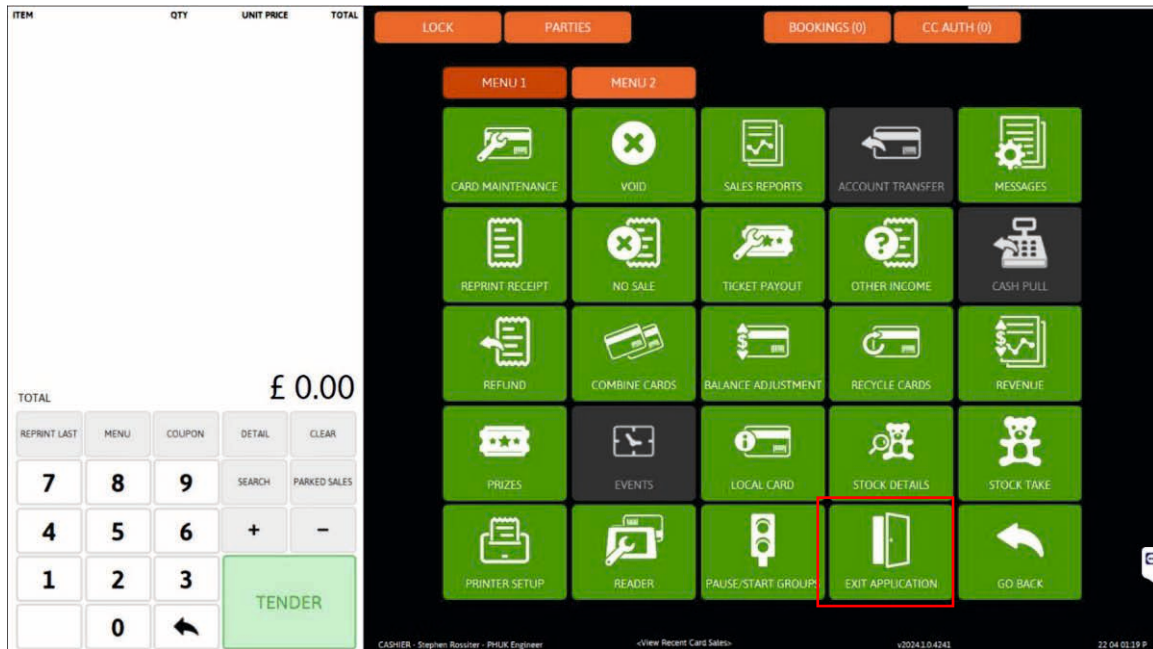
For example, in this example the Coin Acceptor on Kiosk 2 is causing an error. To resolve this please refer to the ----- document.

Once the error has been resolved you can close this by pressing 'OK'.

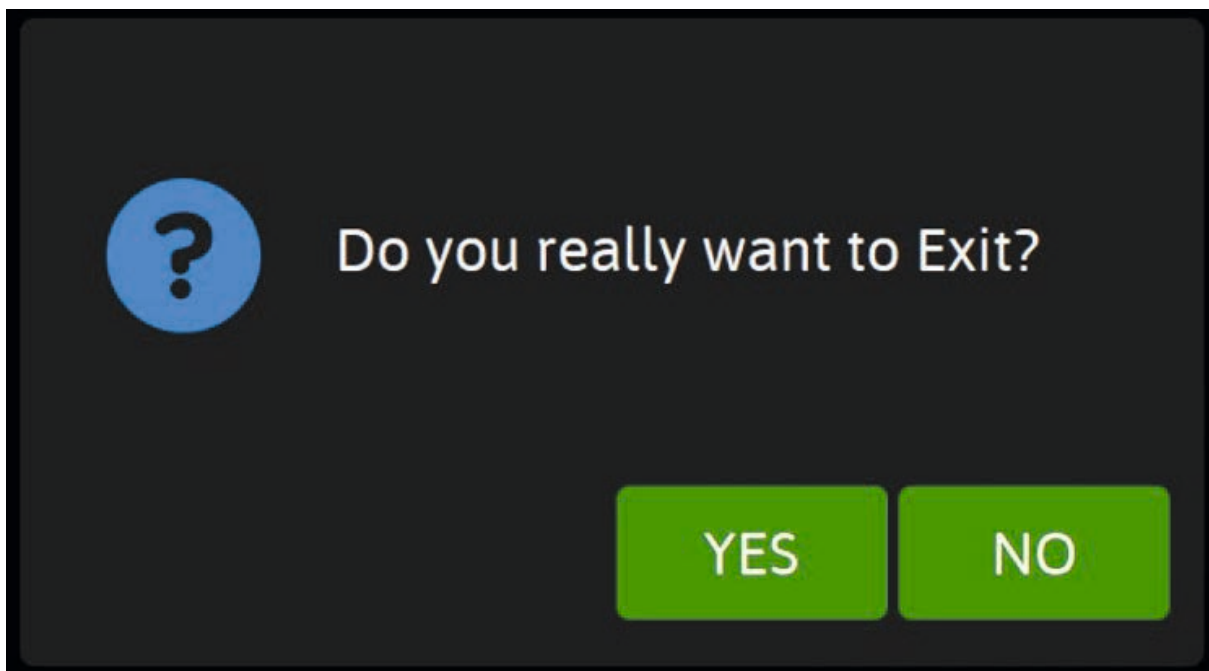
Make sure to keep an eye on the time and date stamp for the errors that are popping up as the Sales App will sometimes generate many error messages if no one has logged into for an extended period of time.

RETURNING TO THE PRIZES APP

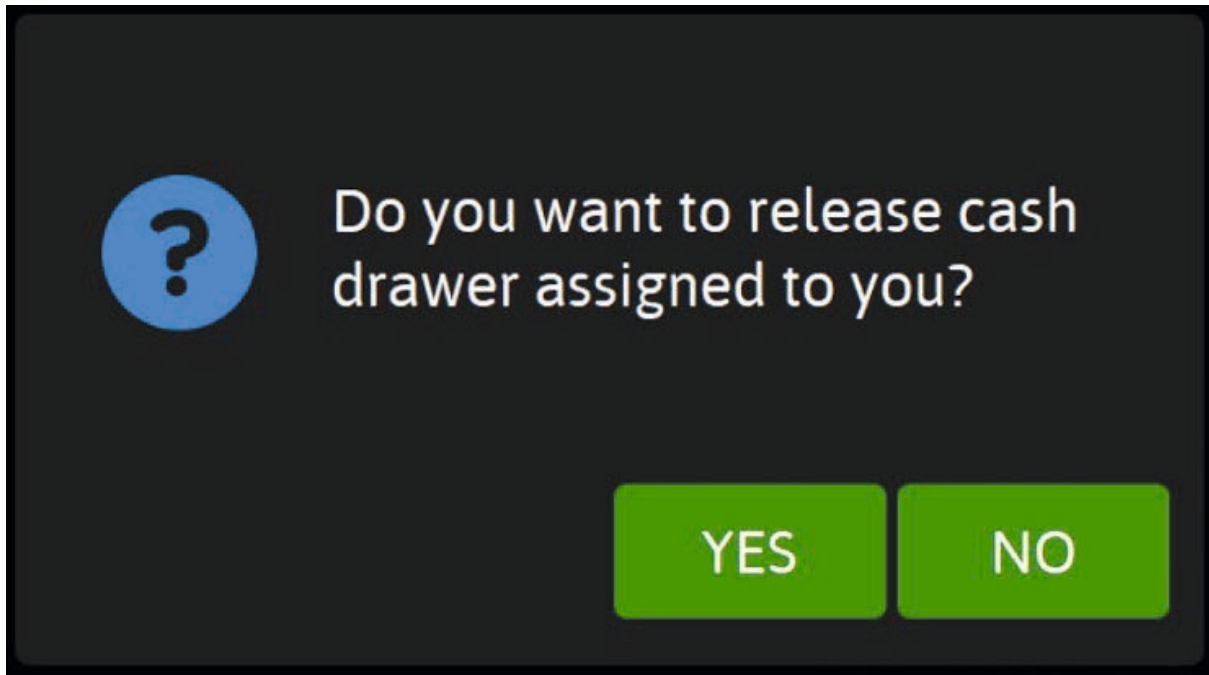
- Now you're back at the 'Sales App' home screen, press the menu button as you did in step 4. Then press the 'Exit Application' button, which can be found below the 'Stock Details' button.



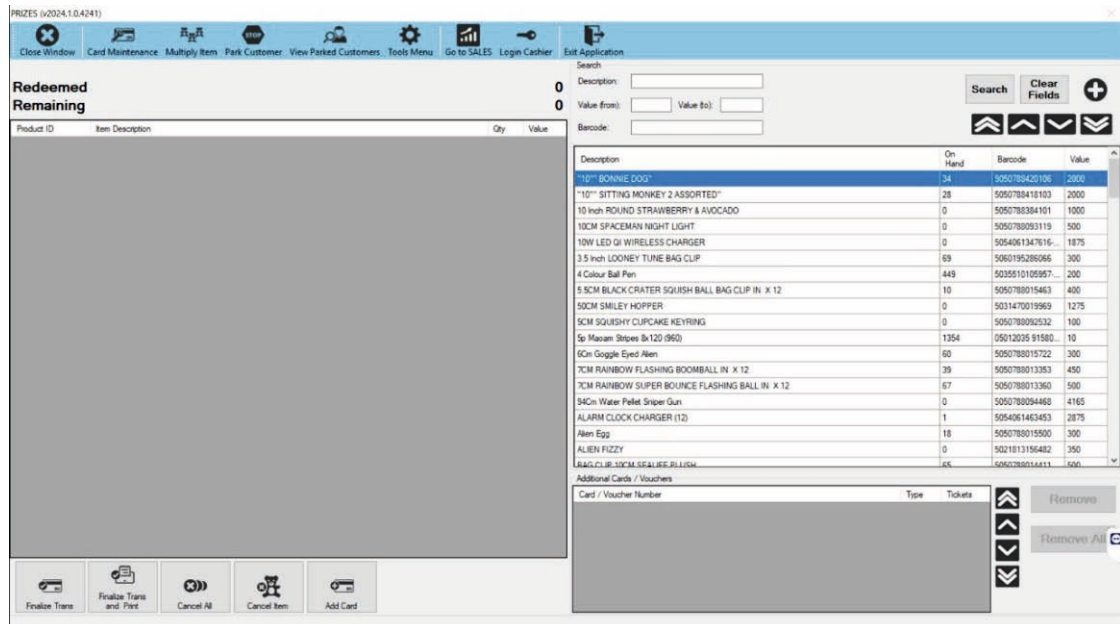
- Confirm you wish to exit the application.



- Ensure you release the cash drawer that was selected when you logged in. If you do not you may end up preventing anyone else from logging in.



- You will now be returned to the Prizes App.



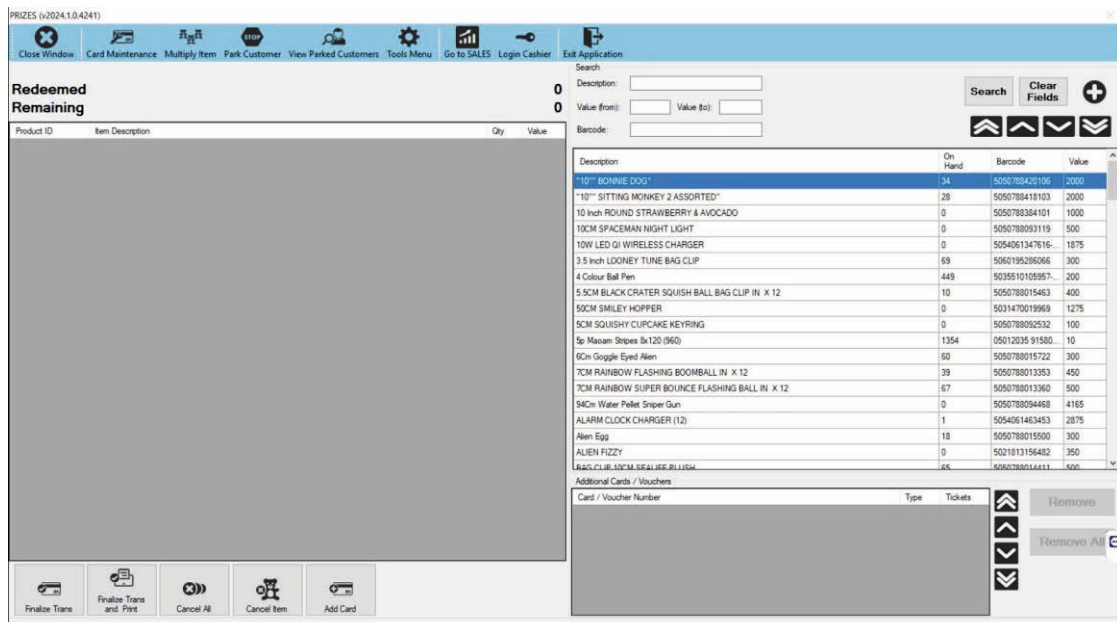
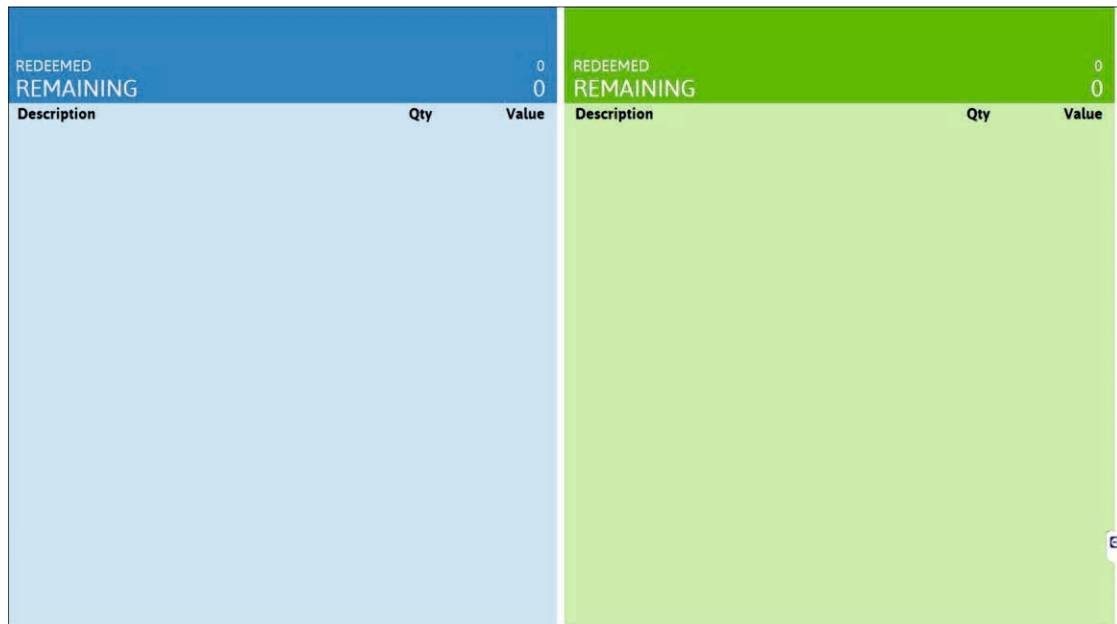
Name	Position	Date	Review Date
Stephen Rossiter	Arcade Engineer	25/04/2025	01/06/2026

STANDARD OPERATING PROCEDURE

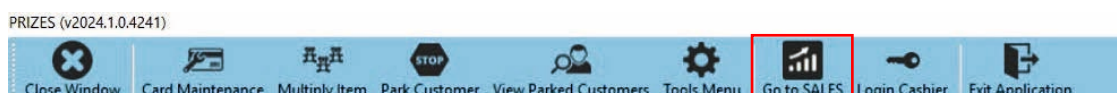
Task	Sales App – Reissue Game Card	Department	ARCADE
Prepared By	Stephen Rossiter	Updated	22/04/2025

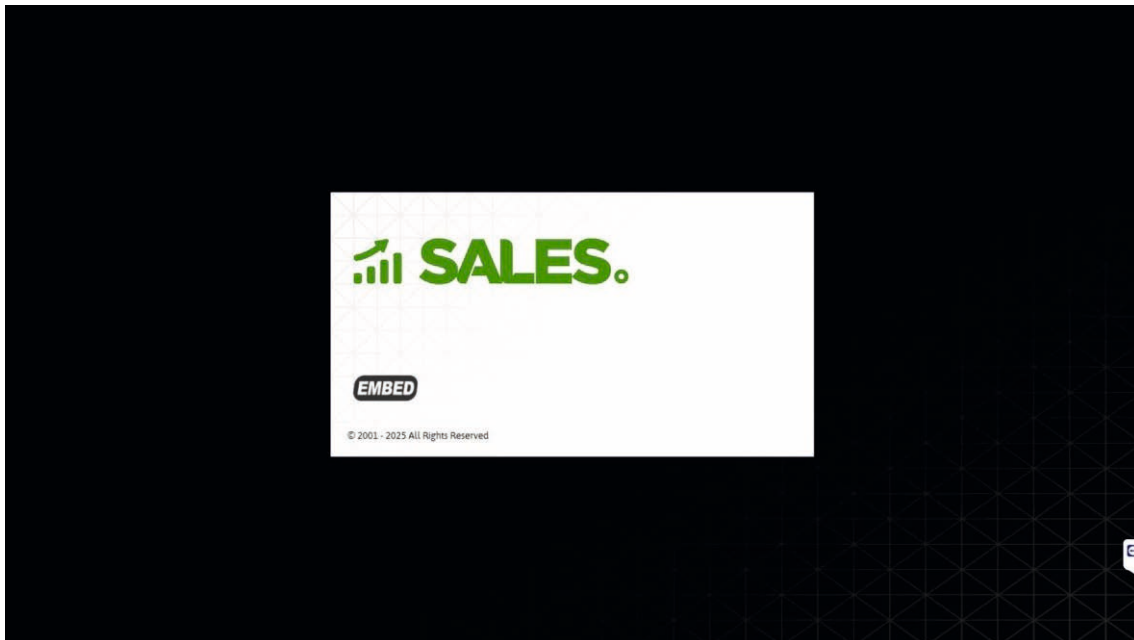
RE-ISSUING GAME CARD

- Before use, your RedPro Till should look like either of images below.

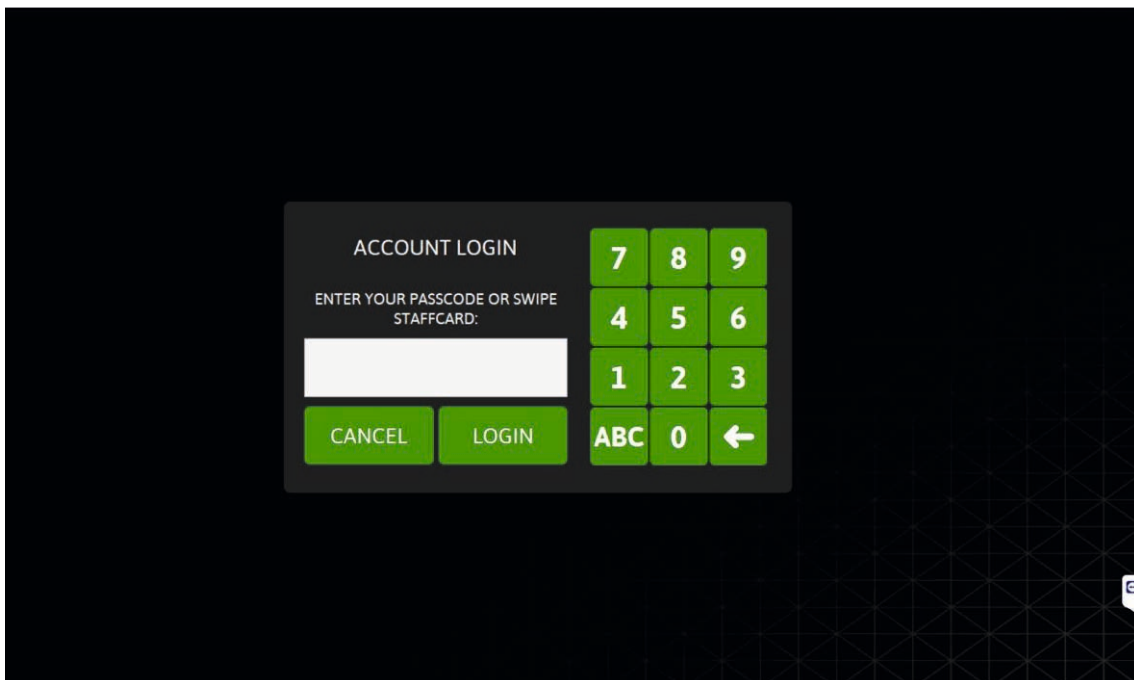


- If your screen looks like the first image press the dark coloured bar as per step 6 of the Redemption Sales SOP. From there access the Sales app can be gained by pressing the 'Go To Sales' button on the top bar.

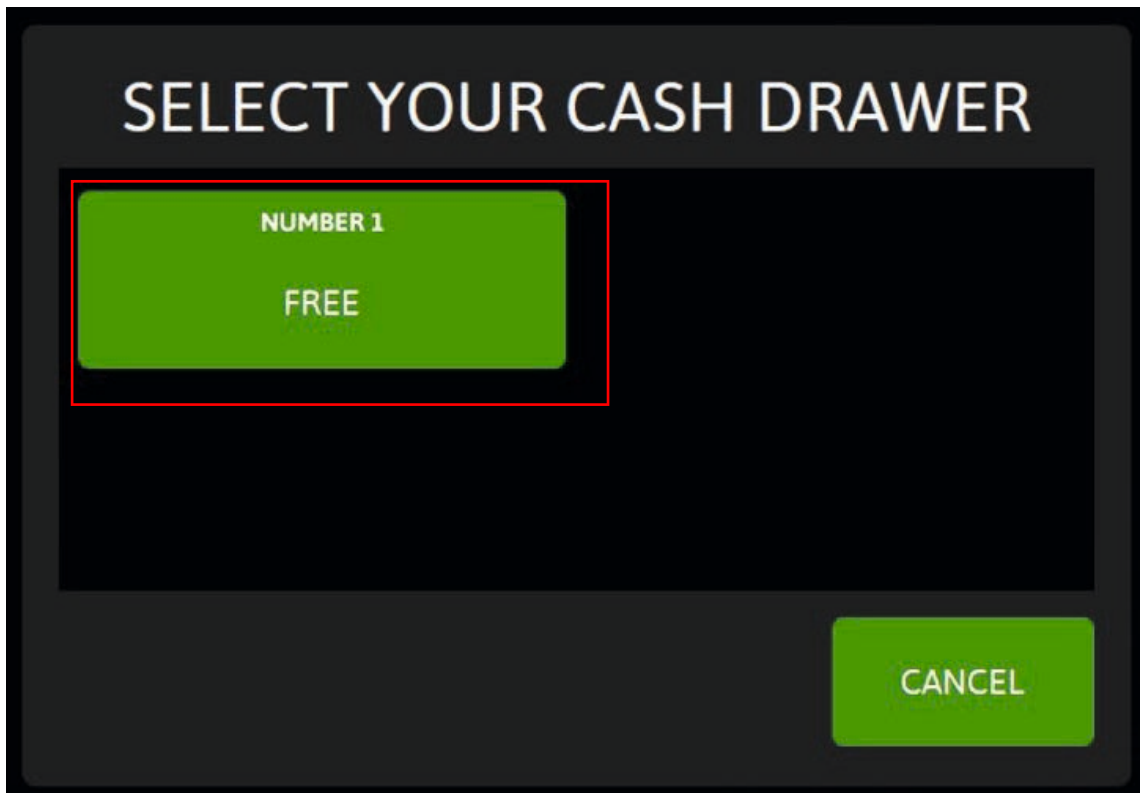




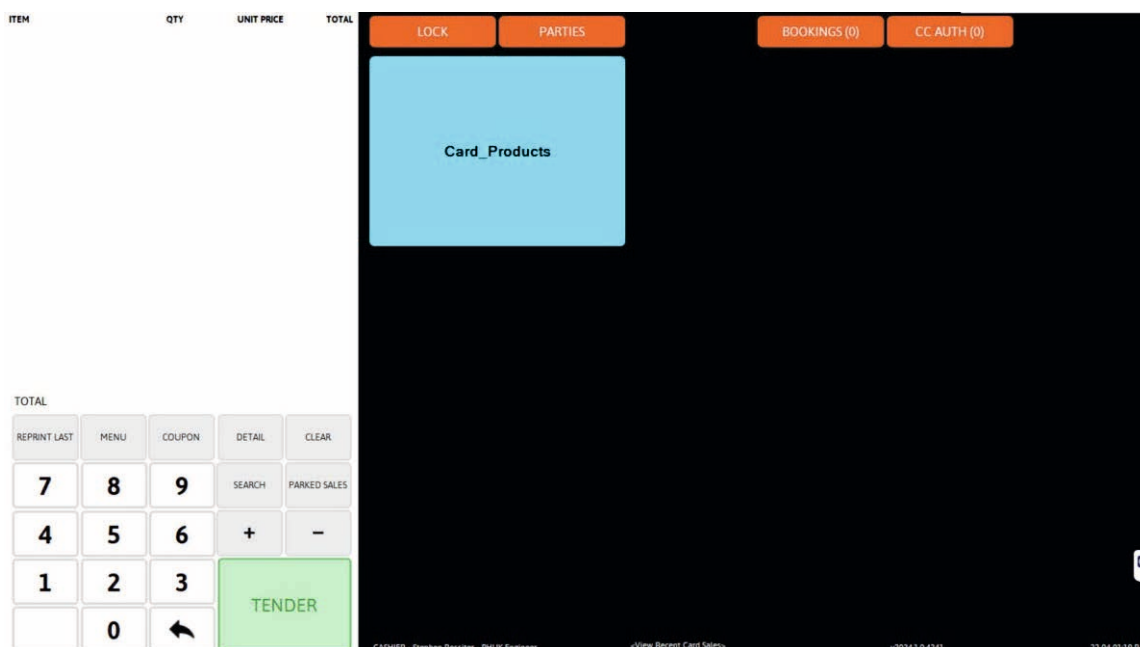
3. From here swipe your STAFF PASS through the magstripe to log in.



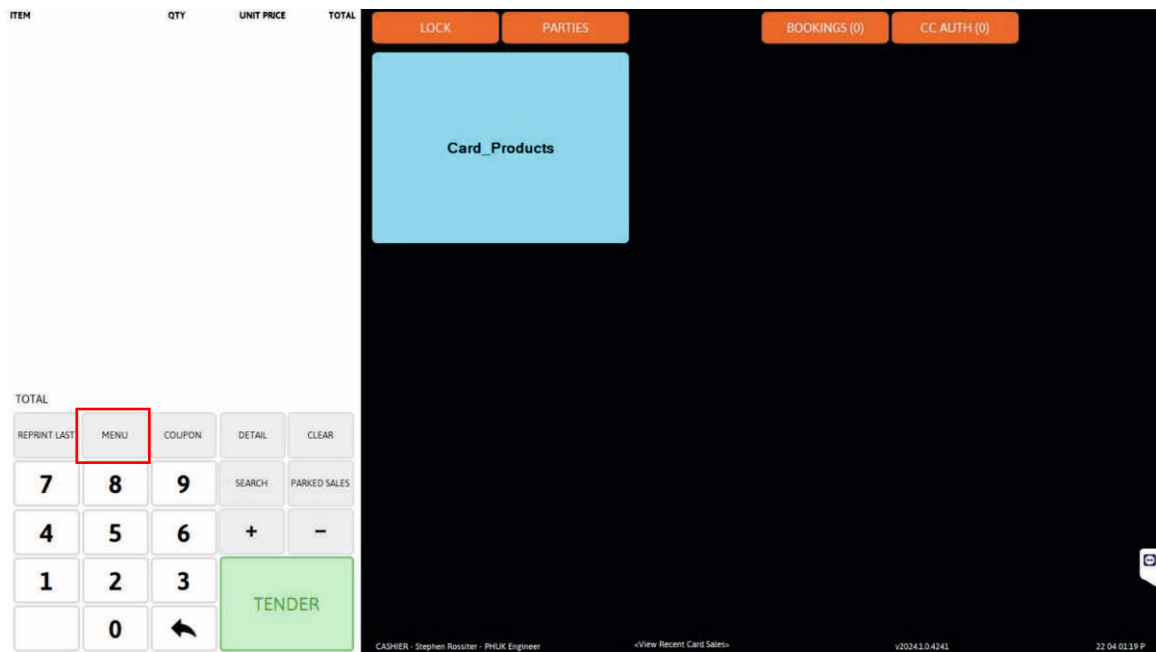
Once you swipe your card you will be asked to select a Cash Drawer, select the free draw to finish the log in process



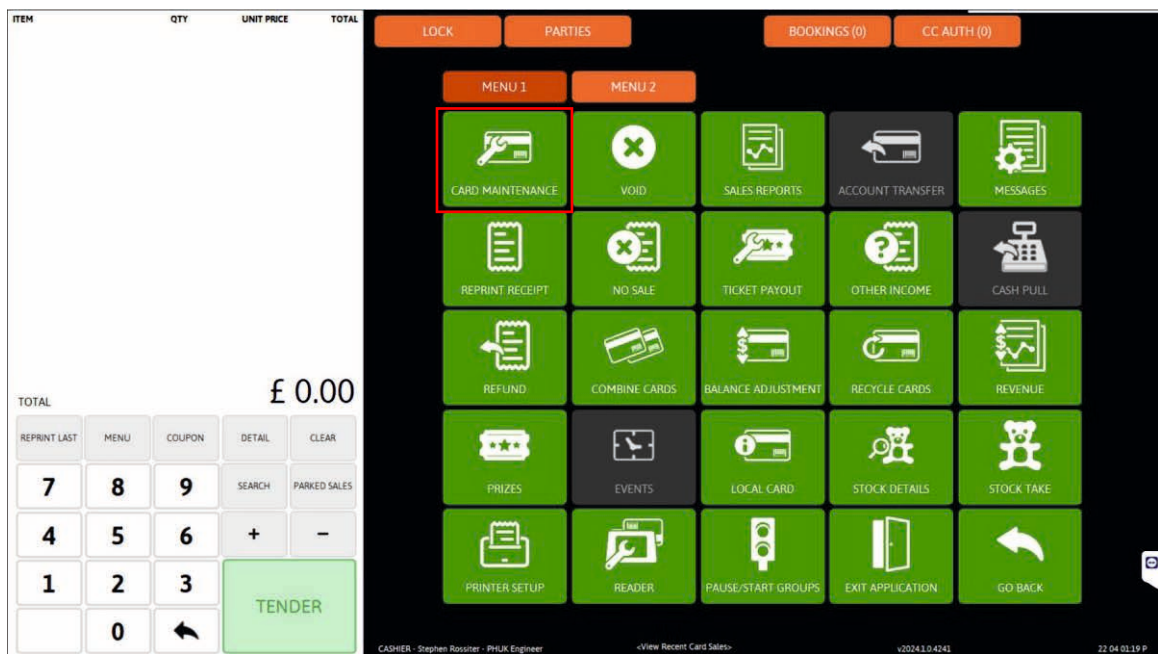
Once logged in the screen should look similar to this. Any differences in the layout will be down to how each site is configured



4. Press the menu button in the bottom left corner



5. Followed by the Card Maintenance option from the next screen



- From here either enter the guests card number or swipe the card that needs replacing.

If the guest doesn't have the card due to loss but has registered it, you can still recover it. To do this, leave the search bar blank, press search and it'll bring up this screen.

Enter the guests' details in the highlighted boxes and press 'Search'.

Once you have found the relevant card, select it and press 'Select'.

GUEST SEARCH

GUEST SEARCH

Title		Area Name	
First Name	Stephen	Caravan Name	
Surname	Rossiter		
E-Mail	srossiter@parkholidays.com		
Date of Birth	(DD) (MM) (YYY)	Phone	

NAME	Date of Birth	E-Mail	Phone
Stephen Rossiter		srossiter@parkholidays.com	

7. Press the 'Reissue' button in the bottom left of the screen.

CARD DETAILS

CARD BALANCES

PLAY VALUE: 1 CREDITS

PLAY BONUS: 4 CREDITS

E-CASH: 0 CREDITS

P-CASH: 0 CREDITS

TOTAL BALANCE: 5 CREDITS

E-TICKETS: 298

ACCUMULATIVE BALANCE: 600 CREDITS

CARD TRANSFER STATUS:

CARD ID: 19410 75710 42326 3127

GUEST DETAILS

OTHER DETAILS

STANDARD FREE GAMES: 0

DAILY FREE GAMES: 0

CARD ADDED: 21 04 2025

REGISTERED CARD: NO

MEMBER SINCE:

REWARD POINTS: 600 CREDITS

ISN MESSAGE

HISTORY

GROUP CARDS

CARD STATUS

DEFAULT: Normal

CURRENT: Normal

REMAINING TIME:

CARD STATE

OPTIONS

RESWIPE DELAY: 0

CONSECUTIVE SWIPES: 0

☒ E-TICKETS ☐ PAPER TICKETS

PLAY PRIVILEGES

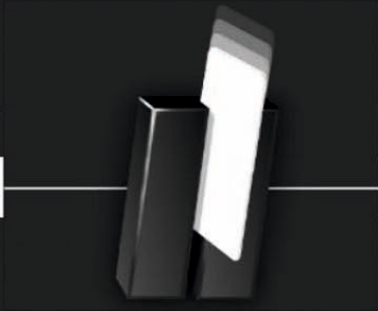
PLAYS ON SELECTED DESCRIPTION

OPERATOR COMMENT

8. Select the reason for reissuing the game card.

CARD REISSUE

ORIGINAL CARD
0423263127



NEW CARD

REASON FOR REISSUE

CARD LOSS

ISSUE MISTAKE

CARD DAMAGE

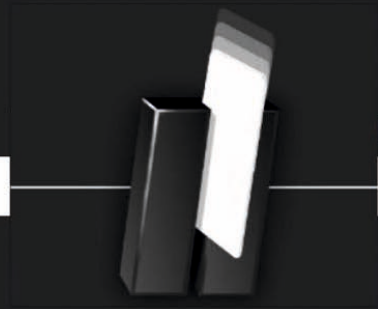
CANCEL

REISSUE

9. Swipe either a new or recycled card and press 'Reissue'.

CARD REISSUE

ORIGINAL CARD
0423263127



NEW CARD
0423263274

REASON FOR REISSUE

CARD LOSS

ISSUE MISTAKE

CARD DAMAGE

CANCEL

REISSUE

10. All guest information, credits, e-tickets have now been transferred to the new card. Press the 'Close' Button

CARD DETAILS

GUEST DETAILS

HISTORY

GROUP CARDS

Standard Card 0423263274

CARD BALANCES

PLAY VALUE

1 CREDITS

PLAY BONUS

4 CREDITS

E-CASH

0 CREDITS

P-CASH

0 CREDITS

TOTAL BALANCE

5 CREDITS

E-TICKETS

298

ACCUMULATIVE BALANCE

600 CREDITS

CARD TRANSFER STATUS

CARD ID

19410 88250 42326 3274

OTHER DETAILS

STANDARD FREE GAMES

0

DAILY FREE GAMES

0

CARD ADDED

21 04 2025

REGISTERED CARD

NO

MEMBER SINCE

REWARD POINTS

600 CREDITS

CARD STATUS

DEFAULT

Normal

CURRENT

Normal

REMAINING TIME

CARD STATE

SUSPEND

DISABLE

ISN MESSAGE

OPTIONS

RESWIPE DELAY

0

CONSECUTIVE SWIPES

0

☒ E-TICKETS

☐ PAPER TICKETS

PLAY PRIVILEGES

PLAYS

ON SELECTED

DESCRIPTION

OPERATOR COMMENT

SEARCH

REISSUE

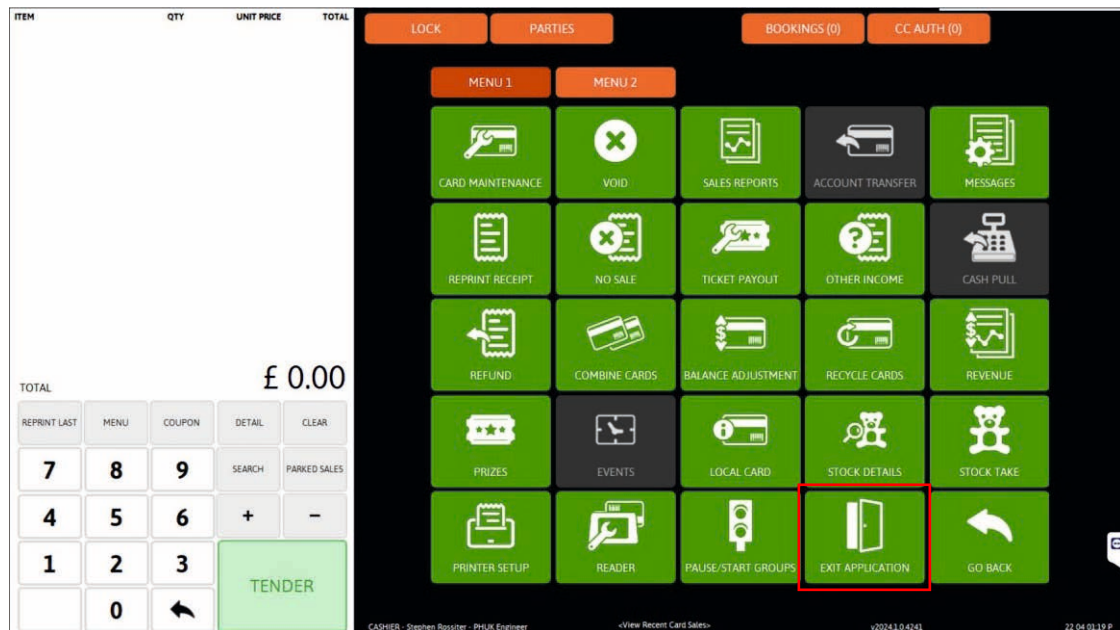
REGISTER

LINK TO GUEST

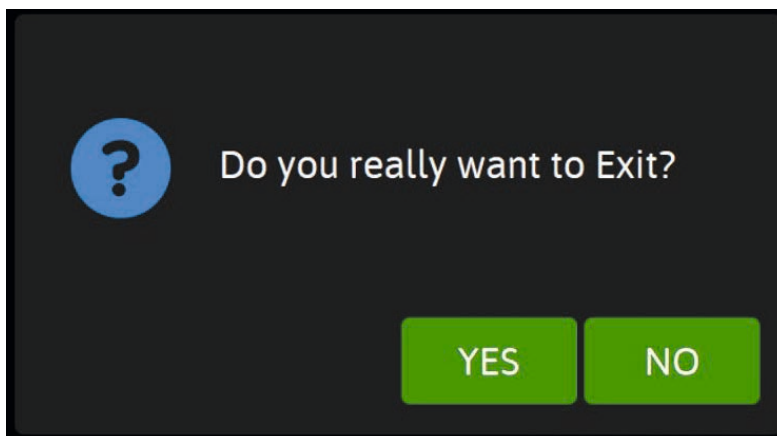
CLOSE

RE-ISSUING GAME CARD

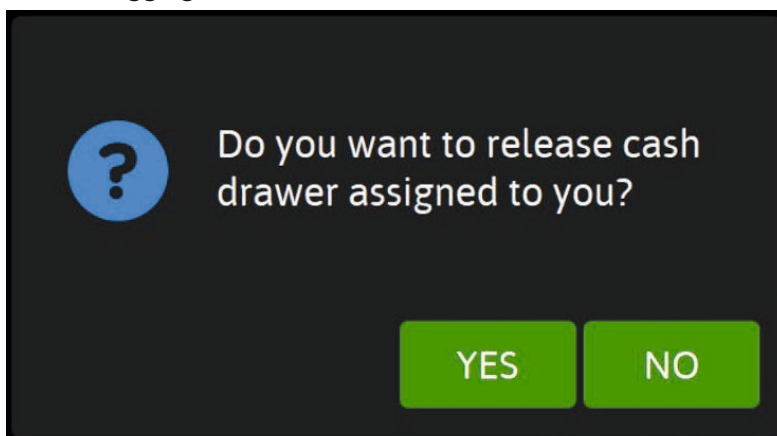
- Now you're back at the 'Sales App' home screen, press the menu button as you did in step 4. Then press the 'Exit Application' button, which can be found below the 'Stock Details' button.



- Confirm you wish to exit the application.



- Ensure you release the cash drawer that was selected when you logged in. If you do not you may end up preventing anyone else from logging in.



4. You will now be returned to the Prizes App

PRIZES (v2024.1.0.4241)

Close Window Card Maintenance Multiply Item Park Customer View Parked Customers Tools Menu Go to SALES Login Cashier Exit Application

Redeemed 0
Remaining 0

Description:
Value from: Value to:
Barcode:

Search Clear Fields +

Product ID Item Description Qty Value

Description	On Hand	Barcode	Value
10" BONNIE DOG	34	5050788420105	2000
10" SITTING MONKEY 2 ASSORTED	28	5050788418103	2000
10 inch ROUND STRAWBERRY & AVOCADO	0	5050788354101	1000
10CM SPACEMAN NIGHT LIGHT	0	5050788093119	500
10W LED Qi WIRELESS CHARGER	0	5054061347616	1875
3.5 inch LOONEY TUNE BAG CLIP	69	5050195260666	300
4 Colour Ball Pen	449	5035510109857	200
5 CM BLACK CRATER SQUISH BALL BAG CLIP IN X 12	10	5050788015463	400
5CM SMILEY HOPPER	0	5031470019989	1275
5CM SQUISHY CURCAME KEYRING	0	5050788002532	100
5p Macam Stripes 8x120 (960)	1354	06012035 91580	10
6Cm Goggle Eyed Alien	60	5050788015722	300
7CM RAINBOW FLASHING BOOMBALL IN X 12	39	5050788013363	450
7CM RAINBOW SUPER BOUNCE FLASHING BALL IN X 12	67	5050788013360	500
84Cm Water Pellet Stripper Gun	0	5050788029468	4165
ALARM CLOCK CHARGER (12)	1	5054061463453	2875
Alien Egg	18	5050788015500	300
ALIEN FIZZY	0	5021813156482	350
BAG CLIP 10CM SEAL OFF BULLETH	46	5050788014411	800

Additional Cards / Vouchers

Card / Voucher Number	Type	Tickets

Finalize Trans Finalize Trans and Print Cancel All Cancel Item Add Card

Remove Remove All

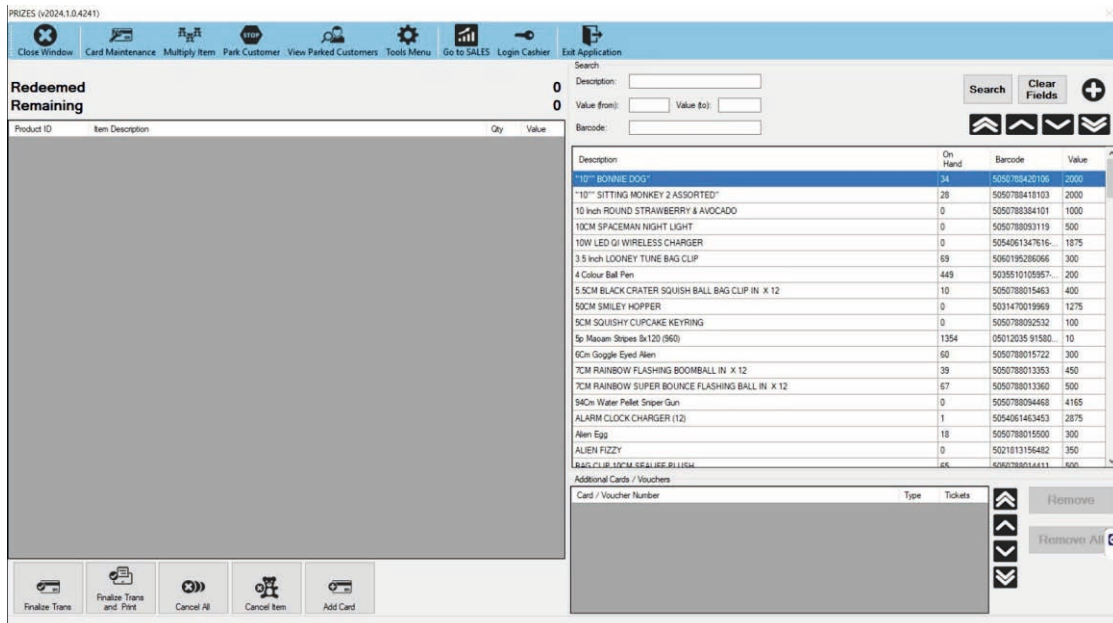
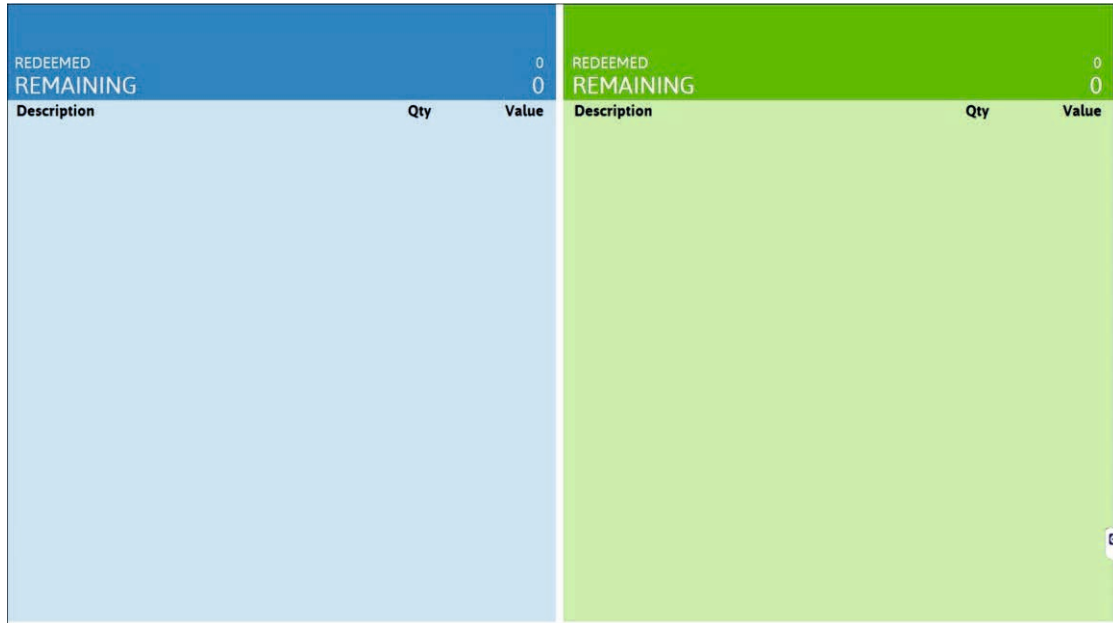
Name	Position	Date	Review Date
Stephen Rossiter	Arcade Engineer	25/04/2025	01/06/2026

STANDARD OPERATING PROCEDURE

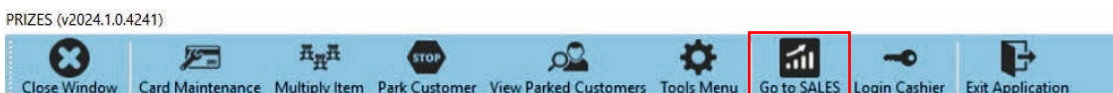
Task	Sales App – Stock Input	Department	ARCADE
Prepared By	Stephen Rossiter	Updated	22/04/2025

STOCK INPUT

- Before use, your RedPro Till should look like either of images below.

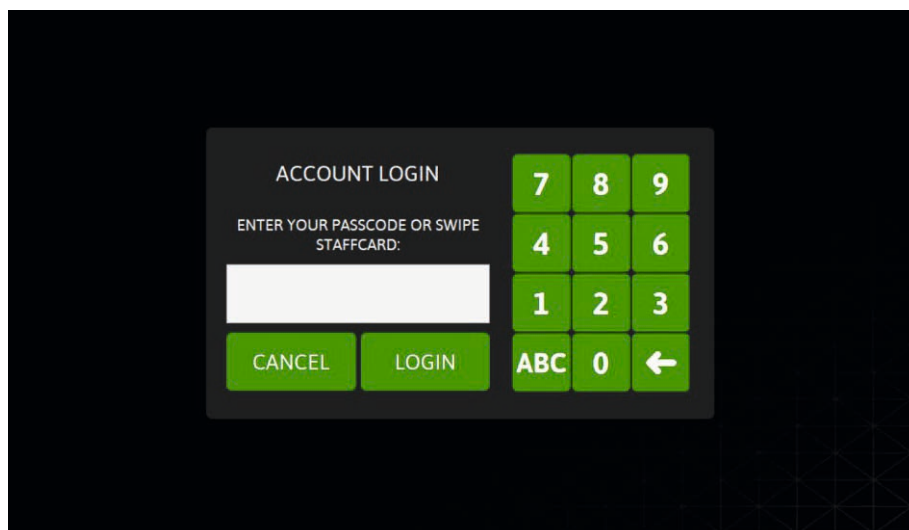


- If your screen looks like the first image press the dark coloured bar as per step 6 of the Redemption Sales SOP. From there access the Sales app can be gained by pressing the 'Go To Sales' button on the top bar.

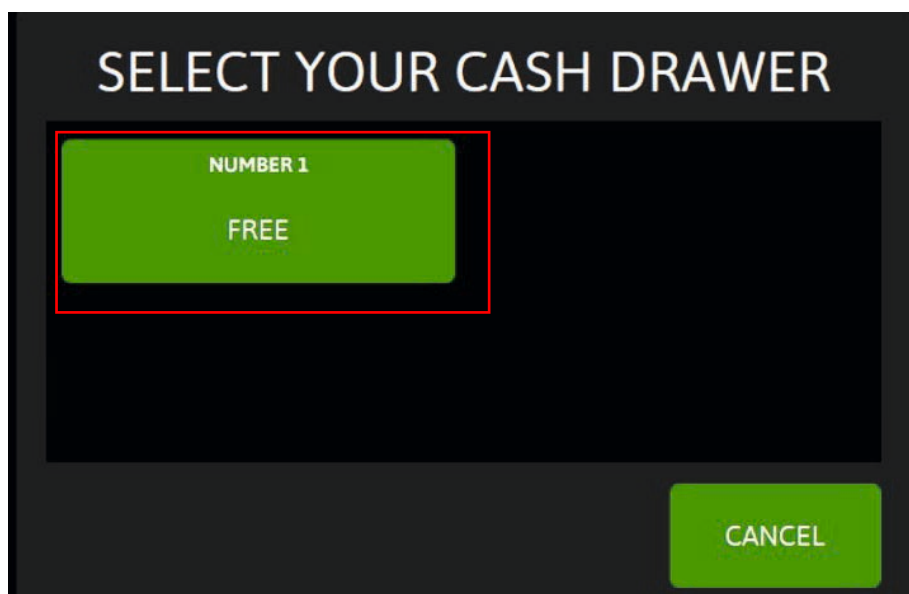




3. From here swipe your STAFF PASS through the magstripe to log in.

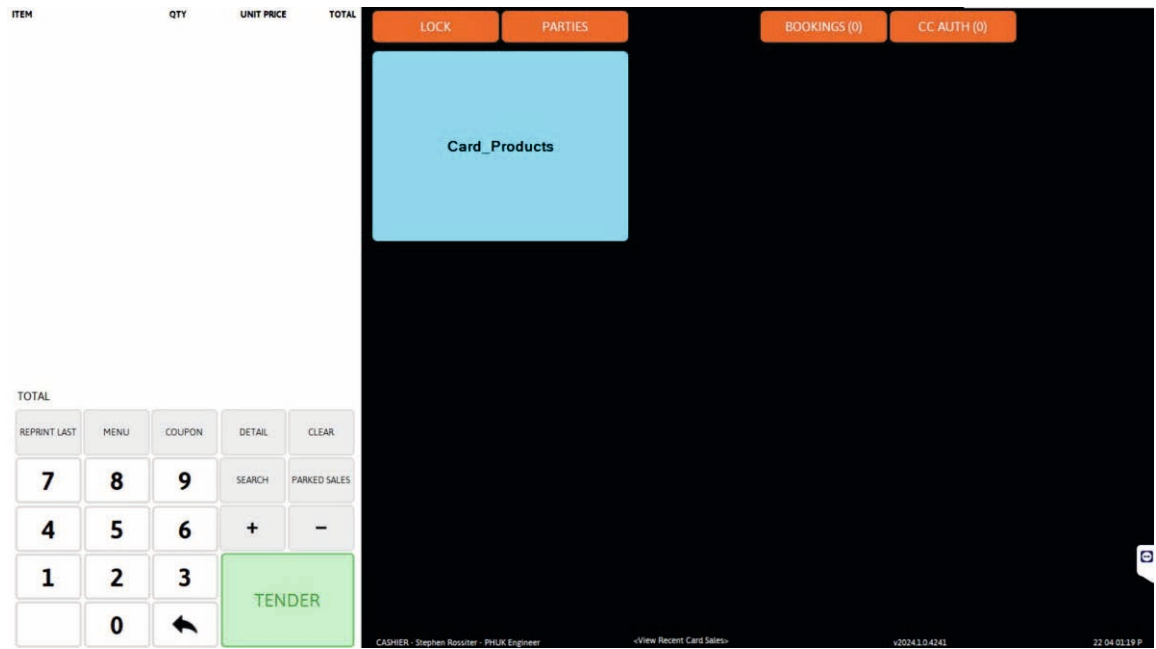


Once you swipe your card you will be asked to select a Cash Drawer, select the free draw to finish the log in process

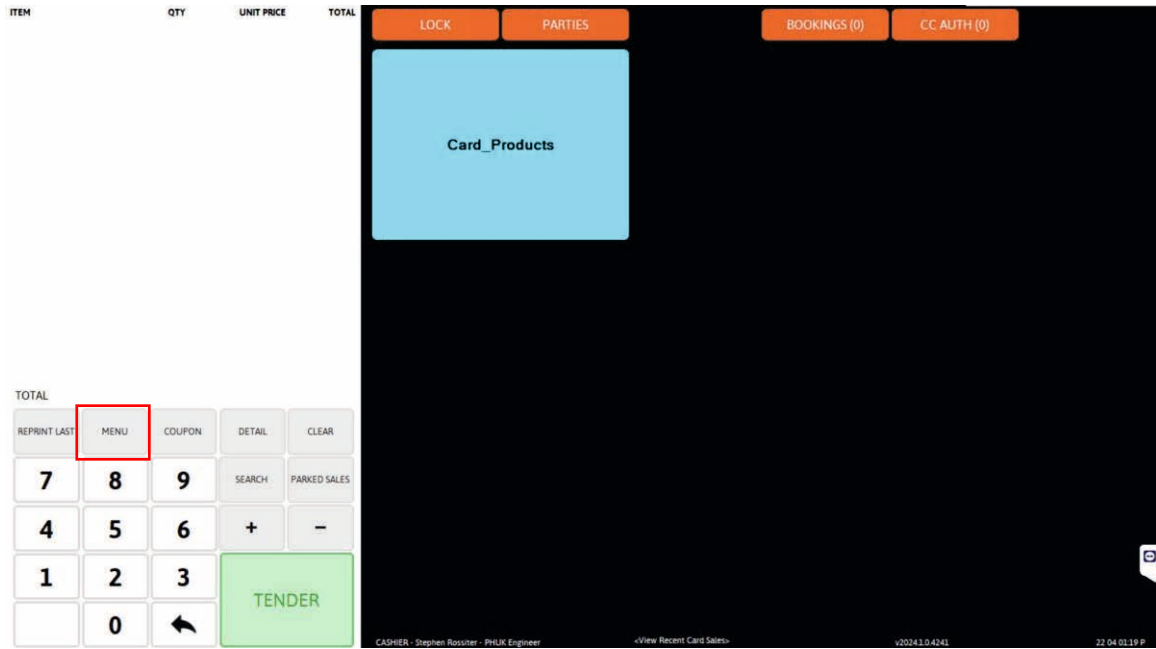




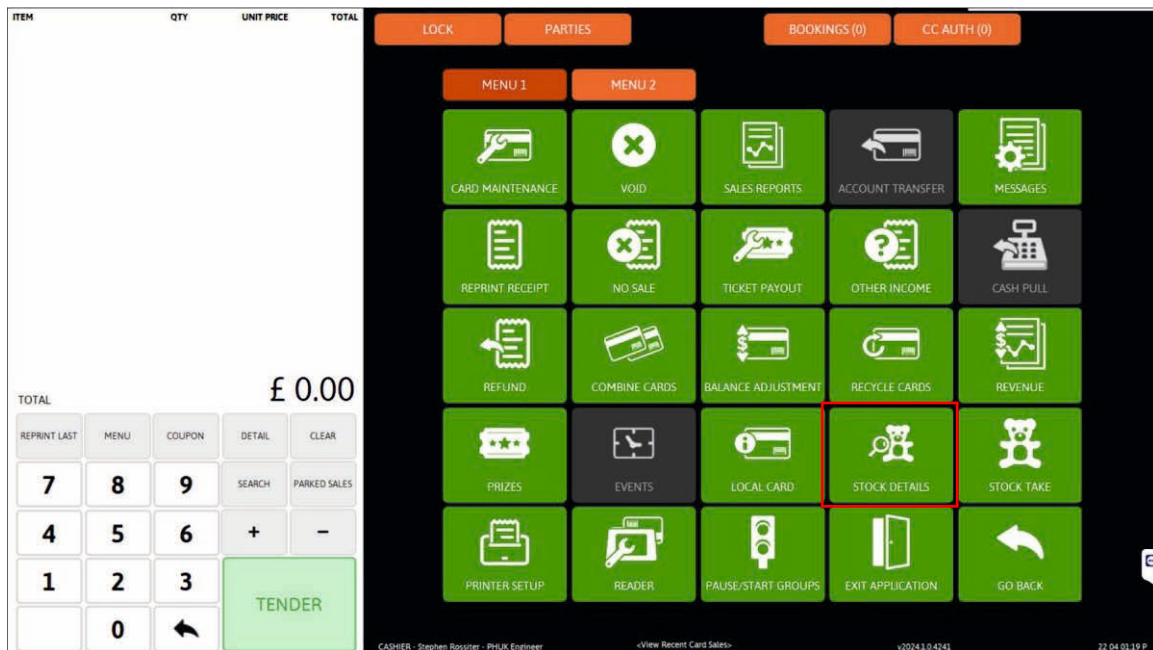
Once logged in the screen should look similar to this. Any differences in the layout will be down to how each site is configured.



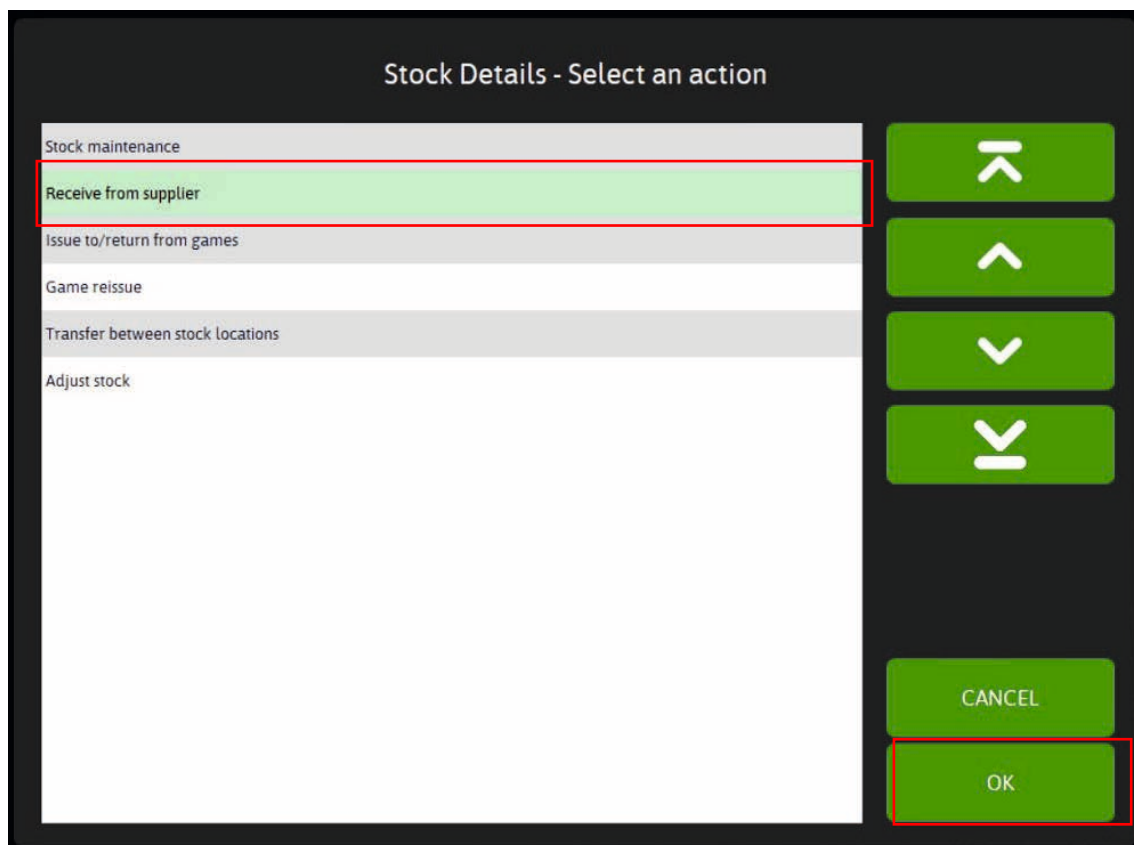
4. Press the menu button in the bottom left corner



5. Followed by the Stock Details option from the next screen.



6. From the next window, select 'Receive from supplier' and click 'OK'.



- From the left-hand side of the window select the drop down box and select the supplier for the stock you wish to enter onto the system.

The screenshot shows the 'Receive Stock From Suppliers' window. On the left, the 'Suppliers' section has a dropdown menu labeled '[Please Select Supplier]' which is open, displaying a list of suppliers: Bubblegum, Huggables, Namco, and Whitehouse Leisure. The 'Namco' option is highlighted. To the right, the 'Stock Locations' section has a dropdown menu labeled '[Please Select Stock Location]' and a checkbox for 'Affected Items Only'. Below this, there is a section for 'Products in Selected Stock Location [Available from Selected Supplier]' with a search bar and a table with columns: Product Id, Product Name, Quantity, Qty Diff, Comment, Product Code, and Ticket Value.

Once you have selected your supplier their stock list will appear in the box below the drop down menu

The screenshot shows the 'Receive Stock From Suppliers' window with 'Namco' selected in the 'Suppliers' dropdown. The 'Products available from selected Supplier' section now displays a list of products with their details. The table has columns: Product Id, Product Name, Com Qty, and Ticket Value. The products listed include various Jelly Belly scented candles, diffusers, and plush toys.

Product Id	Product Name	Com Qty	Ticket Value
1872200000000005...	JELLY BELLY STRAWBERRY DAIQUIRI SCENTED CA...	1	600
1872200000000005...	JELLY BELLY PEACH BELLINI SCENTED CANDLE	1	600
1872200000000005...	JELLY BELLY VANILLA SCENTED CANDLE	1	600
1872200000000005...	JELLY BELLY STRAWBERRY DAIQUIRI REED DIFFUS...	1	600
1872200000000005...	JELLY BELLY REED DIFFUSER 30ML MIX	1	600
1872200000000006...	10 INCH LIL ONES MIX	1	740
1872200000000006...	12 INCH PIZZA OVEN	1	37250
1872200000000006...	12IN PADDINGTON PLUSH	1	1470
1872200000000006...	14IN MINECRAFT PLUSH	1	1440
1872200000000006...	20 INCH 3 IN 1 GAMES	1	4690
1872200000000006...	20 INCH POOL TABLE (4)	1	4625
1872200000000006...	25CM GREMLINS PLUSH ASSORTED	1	1470
1872200000000006...	25CM LOONEY TUNE INFANT (40)	1	1275
1872200000000006...	25CM NEW TOM & JERRY MIX	1	1440
1872200000000006...	3 IN 1 GAMES BOARD	1	1370
1872200000000006...	3 INCH REVERSIBLE PACMAN	1	280
1872200000000006...	3.5 INCH LOONEY TUNE BAG CLIP (144)	1	300
1872200000000006...	50CM SMILEY HOPPER (12)	1	1275
1872200000000006...	60CM HAPPY HOPPER (12)	1	1575
1872200000000006...	60ml Bubbles Barbie	1	100

- Then from the right-hand side of the window, from the drop-down menu select 'Main Stock Location'

Receive Stock From Suppliers

Close Save Changes Cancel Changes Left

Close F... Fa Edit Options Fa Barcodes Fa

Suppliers

Namco

Products available from selected Supplier

Product Id	Product Name	Cont Qty	Ticket Value
1872200000000005...	JELLY BELLY STRAWBERRY DAIQUIRI SCENTED CA...	1	600
1872200000000005...	JELLY BELLY PEACH BELLINI SCENTED CANDLE	1	600
1872200000000005...	JELLY BELLY VANILLA SCENTED CANDLE	1	600
1872200000000005...	JELLY BELLY STRAWBERRY DAIQUIRI REED DIFFUS...	1	600
1872200000000005...	JELLY BELLY REED DIFFUSER 30ML MIX	1	600
1872200000000006...	10 INCH LIL ONES MIX	1	740
1872200000000006...	12 INCH PIZZA OVEN	1	37250
1872200000000006...	12IN PADDINGTON PLUSH	1	1470
1872200000000006...	14IN MINECRAFT PLUSH	1	1440
1872200000000006...	20 INCH 3 IN 1 GAMES	1	4690
1872200000000006...	20 INCH POOL TABLE (4)	1	4625
1872200000000006...	25CM GREMLINS PLUSH ASSORTED	1	1470
1872200000000006...	25CM LOONEY TUNE INFANT (40)	1	1275
1872200000000006...	25CM NEW TOM & JERRY MIX	1	1440
1872200000000006...	3 IN 1 GAMES BOARD	1	1370
1872200000000006...	3 INCH REVERSIBLE PACMAN	1	280
1872200000000006...	3.5 INCH LOONEY TUNE BAG CLIP (144)	1	300
1872200000000006...	50CM SMILEY HOPPER (12)	1	1275
1872200000000006...	60CM HAPPY HOPPER (12)	1	1575
1872200000000006...	60ml Bubbles Barbie	1	100

Stock Locations

[Please Select Stock Location]

Find

Affected Items Only

Main Stock Locations

Clear

- From here Select the corresponding product entries which match the products on your delivery note and click the top arrow button, this will shift it to the right-hand side of the screen.

Receive Stock From Suppliers

Close Save Changes Cancel Changes Left

Close F... Fa Edit Options Fa Barcodes Fa

Suppliers

Namco

Products available from selected Supplier

Product Id	Product Name	Cont Qty	Ticket Value
1872200020300008...	ATTAXE 14.5 (4)	1	5650
1872200020300000...	MAGNETIC WIRELESS CHARGER (12)	1	1400
1872200020300000...	METALLIC BLUETOOTH HEADPHONES (10)	1	3600
1872200020300000...	NEON PINEAPPLE BLUETOOTH SPKR (12)	1	1980
1872200020300000...	TWS EARPHONE WIRELESS LED DSPLY CDU (12)	1	3380
1872200020300000...	BARBIE XL 1200ML TRVL MUG (12)	1	3980
1872200020300000...	BARBIE CLASSIC MUG (6)	1	1310
1872200020300000...	BEETLEJUICE SHAPED MUG (6)	1	1980
1872200020300000...	BEETLEJUICE XL HT CHNG MUG (6)	1	1590
1872200020300000...	GUDETAMA SHAPED MUG (6)	1	1980
1872200020300000...	GUDETAMA PLAYING CARDS TIN (12)	1	790
1872200020300000...	SQUID GAME METAL WATER BOTTLE (6)	1	2950
1872200020300000...	SQUID GAME COLOUR CHANGE GLASS (12)	1	1190
1872200020300000...	SQUID GAME PLAYING CARDS TIN (12)	1	790
1872200020300000...	STITCH SHAPED MUG (6)	1	1980
1872200020300000...	XBOX LED NEON LIGHT (6)	1	4970
1872200020300000...	PLAYSTATION LED NEON LIGHT (6)	1	4970
1872200020300000...	CANDLE LIGHT WITH WAND REMOTE (12)	1	3280
1872200020300000...	LARGE GUMMY BURGER (288)	1	80
1872200020300000...	GUMMY BURGERS (900)	1	20

Stock Locations

Main Stock Locations

Find

Affected Items Only

Products in Selected Stock Location (Available from Selected Supplier)

Product Id	Product Name	Quantity	Qty Diff	Comment	Product Code	Ticket Value
------------	--------------	----------	----------	---------	--------------	--------------

Receive Stock From Suppliers - [Unsaved Changes]

Close Save Changes Cancel Changes Left

Suppliers: Namco

Products available from selected Supplier

Product Id	Product Name	Cont Qty	Ticket Value
187220002000008...	ATTAXE 14.5 (4)	1	5650
187220002030000...	MAGNETIC WIRELESS CHARGER (12)	1	1400
187220002030000...	METALLIC BLUETOOTH HEADPHONES (10)	1	3600
187220002030000...	NEON PINEAPPLE BLUETOOTH SPK R (12)	1	1980
187220002030000...	TWS EARPHONE WIRELESS LED D5PLY CDU (12)	1	3380
187220002030000...	BARBIE XL 1200ML TRVL MUG (12)	1	3980
187220002030000...	BARBIE CLASSIC MUG (6)	1	1310
187220002030000...	BEETLEJUICE SHAPED MUG (6)	1	1980
187220002030000...	BEETLEJUICE XL HT CHNG MUG (6)	1	1590
187220002030000...	GUDETAMA SHAPED MUG (6)	1	1980
187220002030000...	GUDETAMA PLAYING CARDS TIN (12)	1	790
187220002030000...	SQUID GAME METAL WATER BOTTLE (6)	1	2950
187220002030000...	SQUID GAME COLOUR CHANGE GLASS (12)	1	1190
187220002030000...	SQUID GAME PLAYING CARDS TIN (12)	1	790
187220002030000...	STITCH SHAPED MUG (6)	1	1980
187220002030000...	XBOX LED NEON LIGHT (6)	1	4970
187220002030000...	PLAYSTATION LED NEON LIGHT (6)	1	4970
187220002030000...	CANDLE LIGHT WITH WAND REMOTE (12)	1	3280
187220002030000...	LARGE GUMMY BURGER (288)	1	80
187220002030000...	GUMMY BURGERS (900)	1	20

Stock Locations: Main Stock Locations ☒ Affected Items Only

Products in Selected Stock Location [Available from Selected Supplier]

Product Id	Product Name	Quantity	Qty Diff	Comment	Product Code	Ticket Value
1872200020...	ATTAXE 14.5 ...	1	1			5650

[Unsaved Changes]

10. From here fill in the 'Qty Diff' column without the number of that item you have. Using this column instead of the 'Quantity' Column will ensure you do not overwrite any existing stock on park.

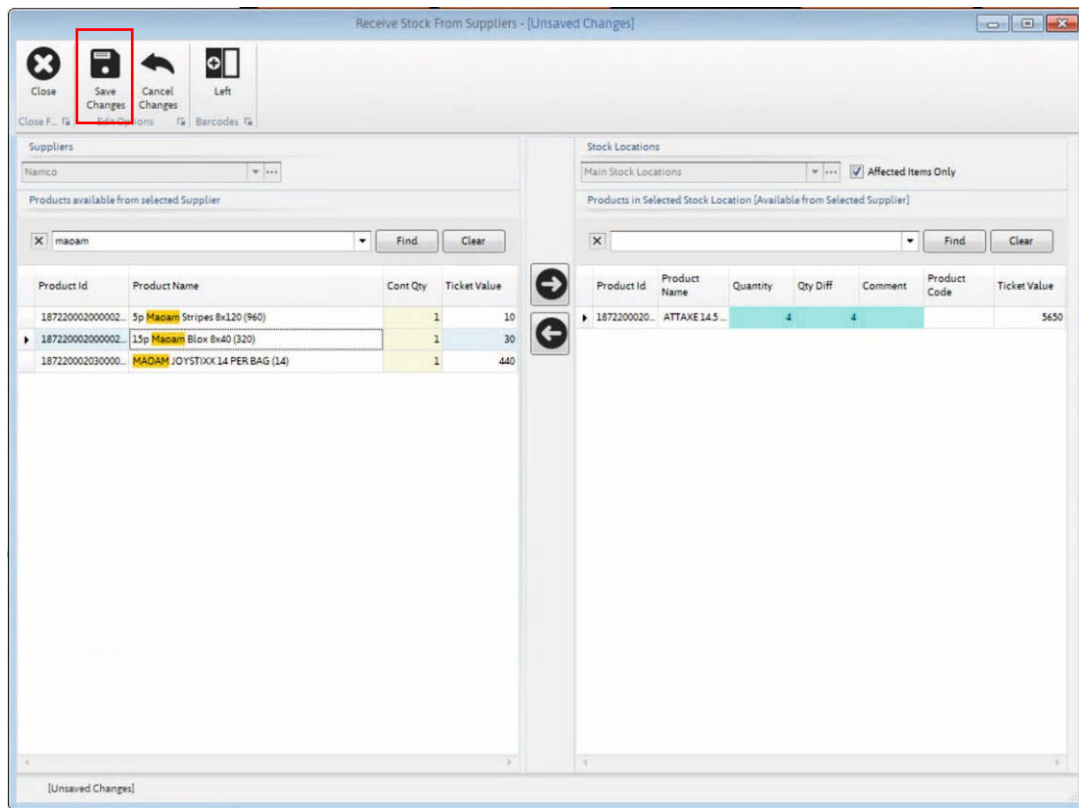
Stock Locations: Main Stock Locations ☒ Affected Items Only

Products in Selected Stock Location [Available from Selected Supplier]

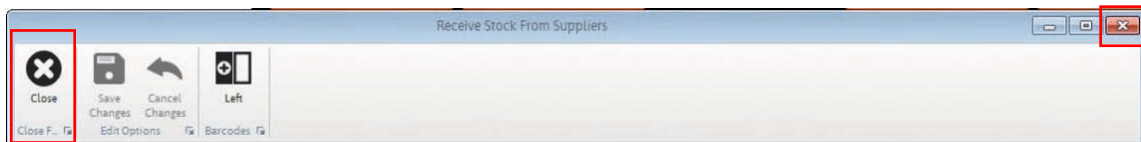
Product Id	Product Name	Quantity	Qty Diff	Comment	Product Code	Ticket Value
1872200020...	ATTAXE 14.5 ...	1				5650

Continue adding products until your entire delivery note is on the system.

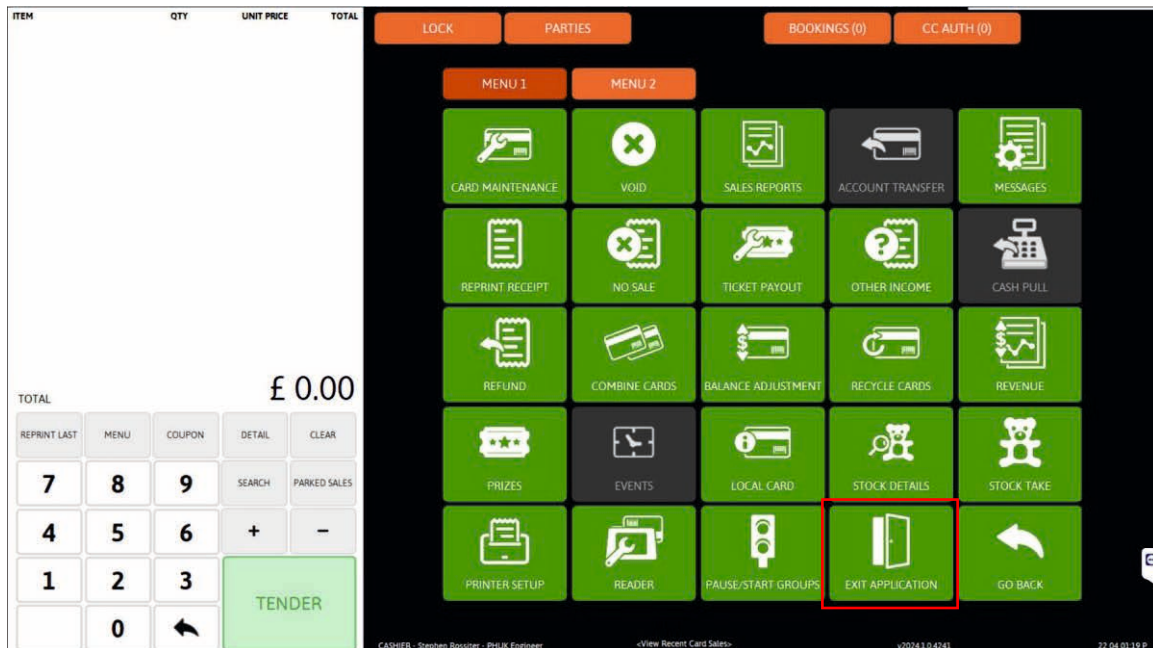
11. Once everything has been entered press 'Save Changes' in the top left of this window. This clear window back to the same state it was in at step 9 and the stock changes will be made.



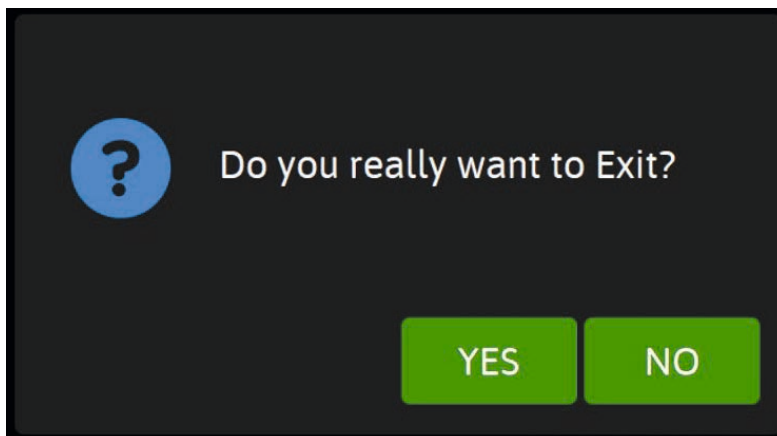
12. Close the window by either pressing the 'Close' button on the left or the red X on the right.



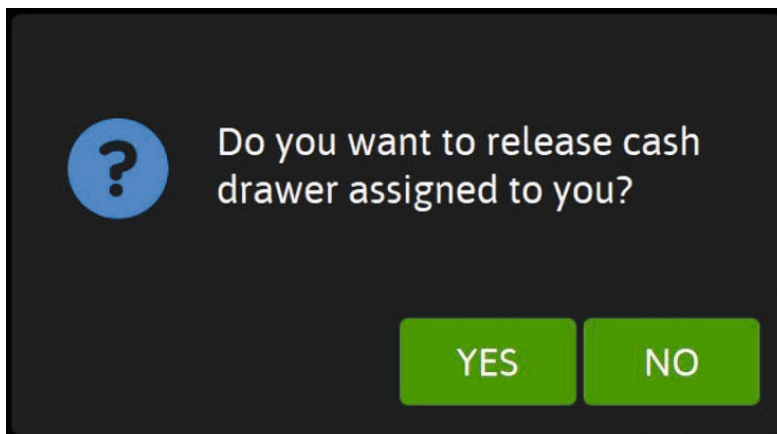
13. Now you're back at the 'Sales App' home screen, press the menu button as you did in step 4. Then press the 'Exit Application' button, which can be found below the 'Stock Details' button.



14. Confirm you wish to exit the application.



15. Ensure you release the cash drawer that was selected when you logged in. If you do not you may end up preventing anyone else from logging in.



16. You will now be returned to the Prizes App.

PRIZES (v2024.1.0.4241)

Close Window Card Maintenance Multiply Item Park Customer View Parked Customers Tools Menu Go to SALES Login Cashier Exit Application

Redeemed 0
Remaining 0

Search Description: Value from: Value to: Barcode:

Search Clear Fields

Product ID	Item Description	Qty	Value

Description	On Hand	Barcode	Value
"10" BONNIE DOG"	34	5050785420106	2000
"10" SITTING MONKEY 2 ASSORTED"	28	5050785418103	2000
10 inch ROUND STRAWBERRY & AVOCADO	0	5050788384101	1000
10CM SPACEMAN NIGHT LIGHT	0	5050788093119	500
10W LED Qi WIRELESS CHARGER	0	5054061347616	1875
3.5 inch LOONEY TUNE BAG CLIP	69	5060195286066	300
4 Colour Ball Pen	449	5035510105957	200
5 CM BLACK CRATER SQUISH BALL BAG CLIP IN X 12	10	5050788015463	400
50CM SMILEY HIPPER	0	5031470019969	1275
5CM SQUISHY CUPCAKE KEYRING	0	5050788052532	100
5p Macam Stripes Bx120 (960)	1354	05012035 91580	10
60cm Goggle Eyed Alien	60	5050788015722	300
7CM RAINBOW FLASHING BOOMBALL IN X 12	39	5050788013353	450
7CM RAINBOW SUPER BOUNCE FLASHING BALL IN X 12	67	5050788013360	500
94cm Water Pellet Sniper Gun	0	5050788039468	4165
ALARM CLOCK CHARGER (12)	1	5054061483453	2875
Alien Egg	18	5050788015500	300
ALIEN FIZZY	0	5021813156482	350
8cm CLIP ALIEN SEAL RES-BLUE/SH	166	50607880314411	500

Additional Cards / Vouchers

Card / Voucher Number	Type	Tickets

Finalize Trans Finalize Trans and Print Cancel All Cancel Item Add Card

Remove Remove All

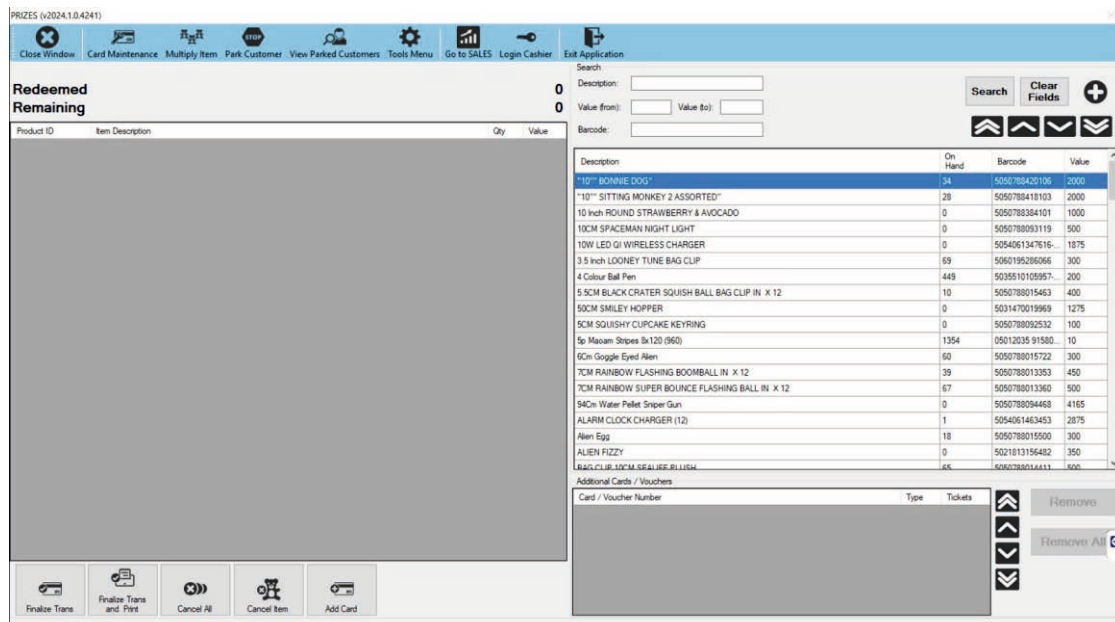
Name	Position	Date	Review Date
Stephen Rossiter	Arcade Engineer	25/04/2025	01/06/2026

STANDARD OPERATING PROCEDURE

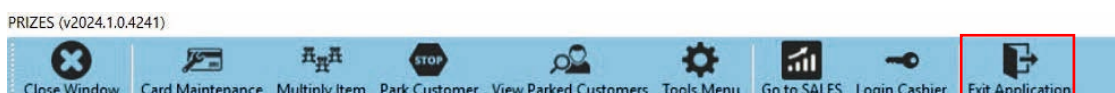
Task	Arcade Reports	Department	ARCADE
Prepared By	Stephen Rossiter	Updated	22/04/2025

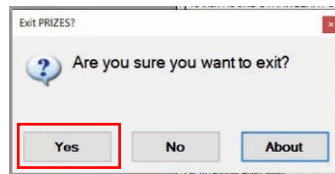
LOGGING IN

- Before use, your RedPro Till should look like either of images below.

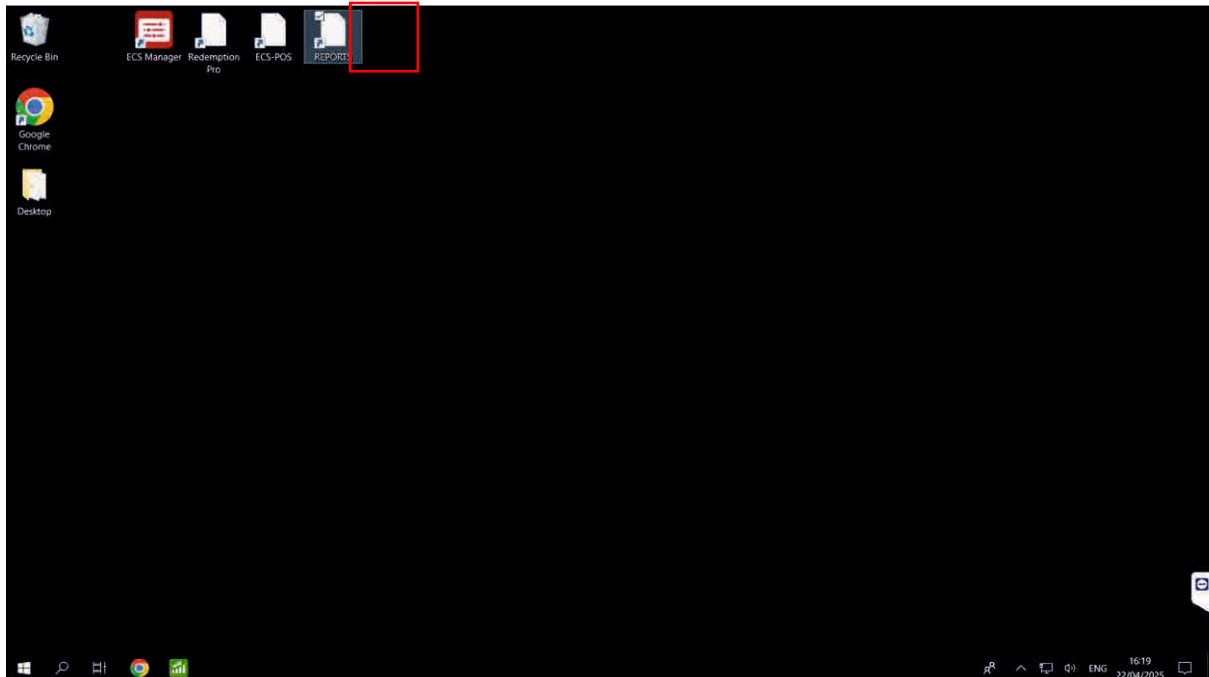


- If your screen looks like the first image press the dark coloured bar as per step 6 of the Redemption Sales SOP. From there access the Reports app can be gained by pressing the 'Go To Sales' button on the top bar.

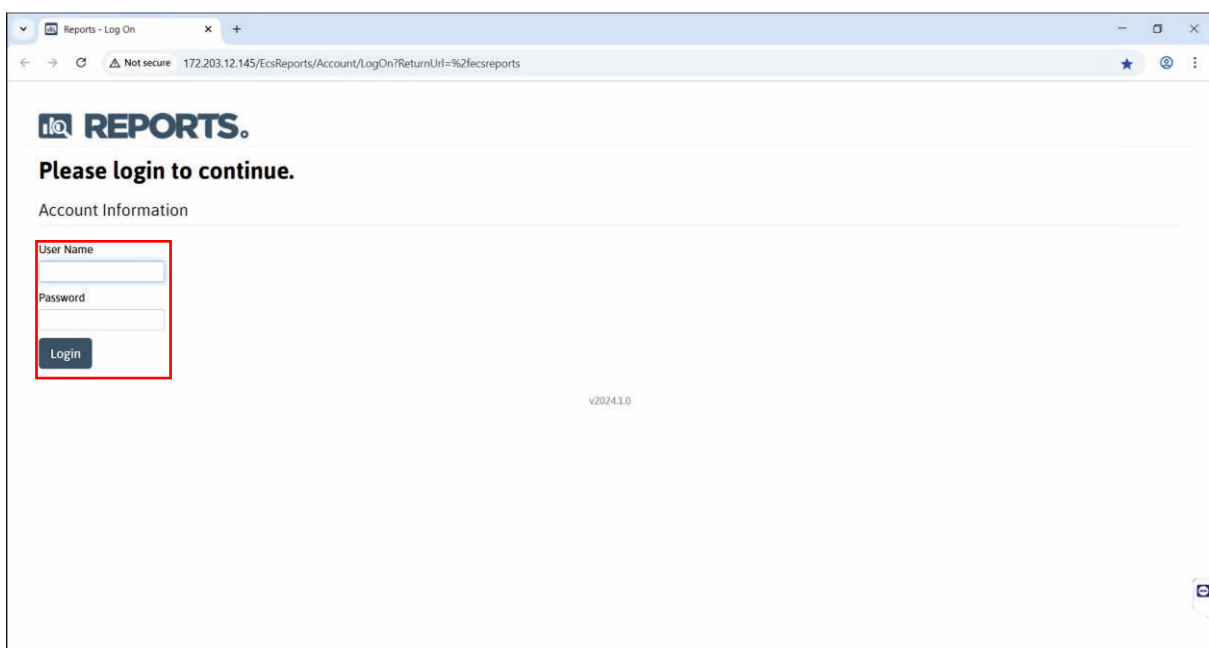




3. From the Desktop, select the Reports shortcut



4. Login using the Username and Password that were given to you when your STAFF PASS was issued.

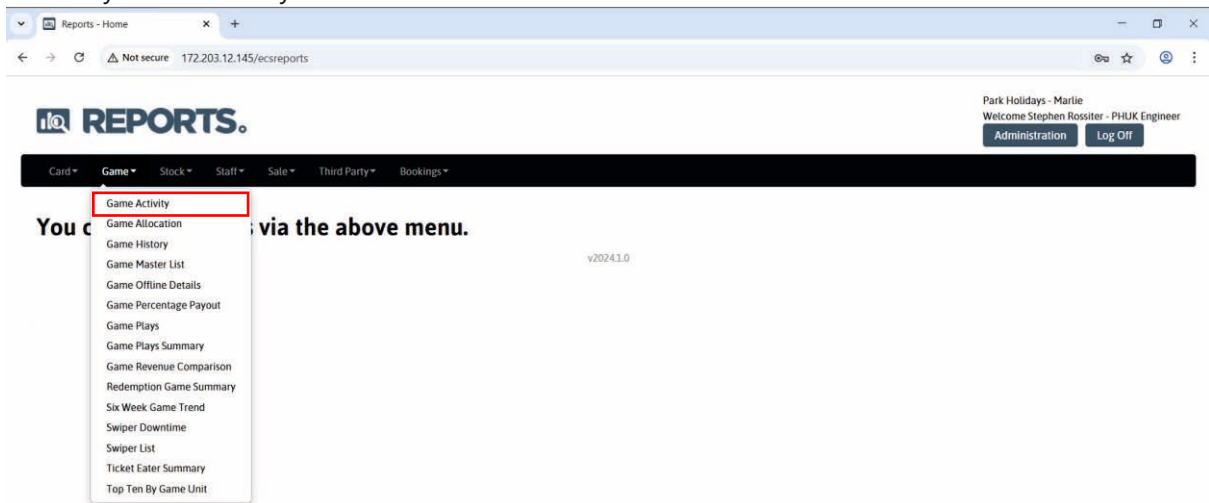


GAME ACTIVITY

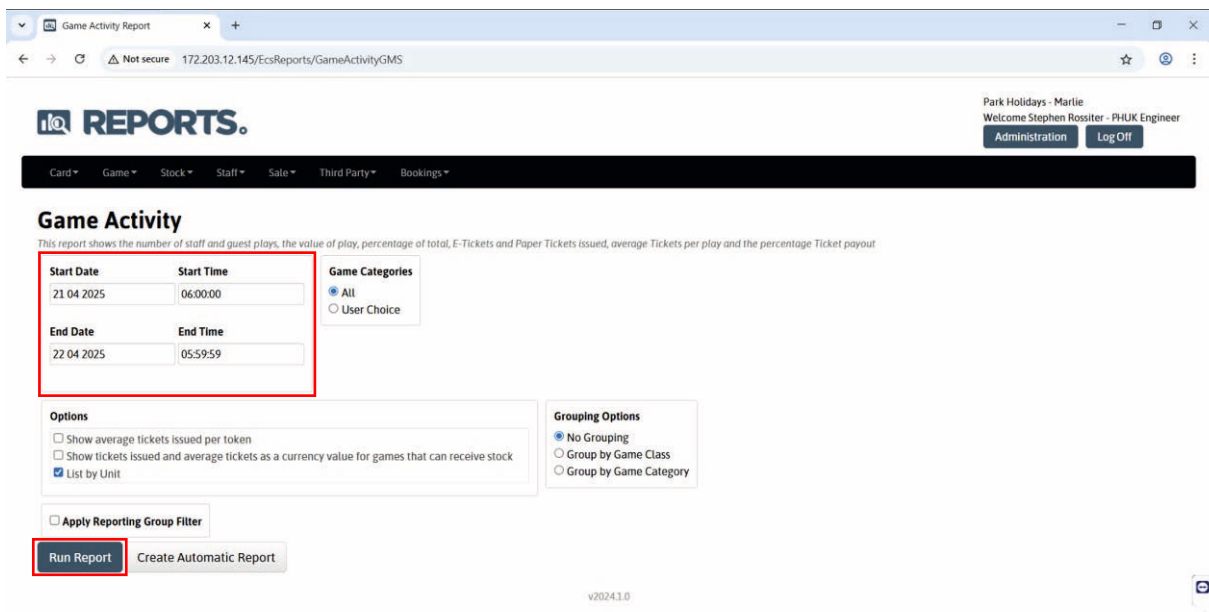
1. The game activity report can provide you with a breakdown of where all the revenue you have taken in a defined period is being spent. To access this, click on 'Game'.



Followed by 'Game Activity'



2. From here select the period you wish to view the arcade activity for and click 'Run Report'.



- Change the show entries selection to Maximum.

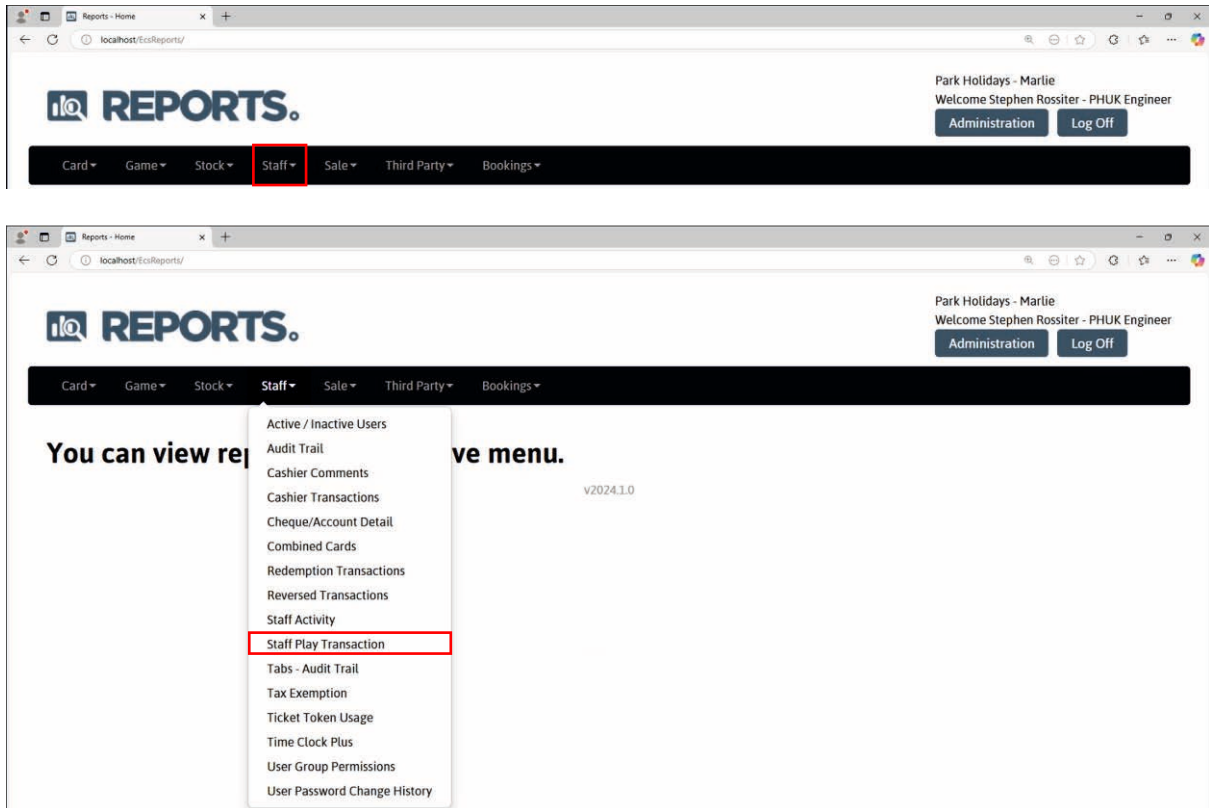
The screenshot shows the 'Game Activity' report in the Park Holidays system. The interface includes a navigation bar with 'REPORTS.' and a user welcome message. The report title 'Game Activity' is followed by a description: 'This report shows the number of staff and guest plays, the value of play, percentage of total, E-Tickets and Paper Tickets issued, average Tickets per play and the percentage Ticket payout'. Below the title, there are 'Show Filters' and 'Report Results' sections. The 'Report Results' section includes a date range from '14 04 2025 06:00:00' to '21 04 2025 05:59:59' and a listing by unit. A dropdown menu for 'Show' is set to '10' entries.

- This will now show you the Income, number of plays and ticket payout levels for every machine in the arcade. It will also show the number of free games that have been given by members of staff with their STAFF PASS cards.

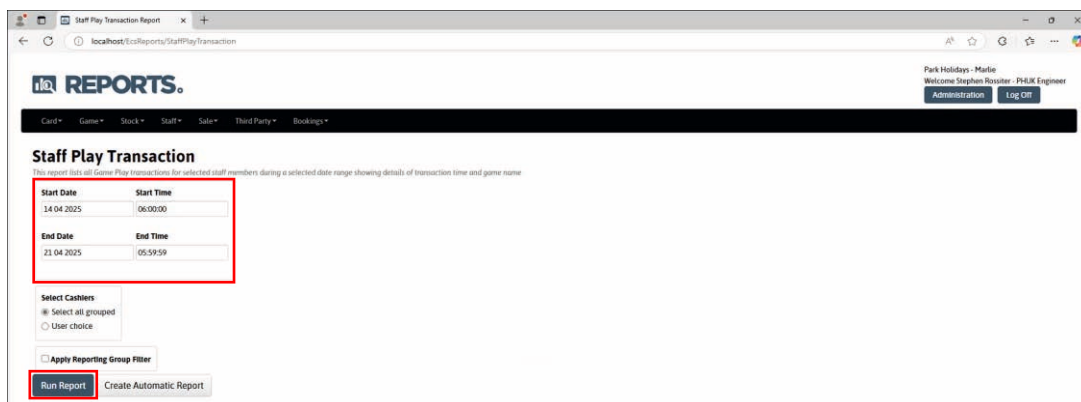
Serial Number	Game Description	Staff Plays	Card Game Play	Coin Game Play	Guest Plays	% Total Games	E-Tickets Issued	Paper Tickets Issued	Avg Tickets / Play	% Ticket Payout
Reporting Group: NONE, Game Type: Games										
800090	Zip Changer	11	£1,060.00	£0.00	1063	8.70%	0.00	0.00	0.00	0.00%
811042	Space Catcher	2	£942.00	£0.00	3145	7.74%	0.00	0.00	0.00	0.00%
502739	Ticketly Boo X-Treme	2	£774.00	£0.00	258	6.35%	0.00	0.00	0.00	0.00%
502698	Candy Crane #1	2	£602.00	£0.00	1505	4.94%	0.00	0.00	0.00	0.00%
811008 & 009	E-Claw	9	£596.40	£0.00	996	4.89%	0.00	0.00	0.00	0.00%
	Space Shuttle	0	£572.40	£0.00	954	4.70%	0.00	0.00	0.00	0.00%
802539	Ticket Trail	1	£536.00	£0.00	537	4.40%	17464.00	0.00	32.46	32.58%
502887	Jokers Wild	3	£535.70	£0.00	488	4.40%	0.00	0.00	0.00	0.00%
2460	Bling King	0	£522.50	£0.00	1045	4.29%	0.00	0.00	0.00	0.00%
2454	Prize Party	1	£510.40	£0.00	465	4.19%	0.00	0.00	0.00	0.00%
802538	T-Rex Fight	0	£423.00	£0.00	423	3.47%	5436.00	0.00	12.85	12.85%
500596, 597 & 598	Atacodon	0	£421.50	£0.00	843	3.46%	14881.00	0.00	17.45	35.31%
502945, 946, 947, 948	Tower of Tickets	4	£387.00	£0.00	1293	3.18%	3082.00	0.00	2.38	7.95%
811077	Magic Box	0	£372.90	£0.00	339	3.06%	0.00	0.00	0.00	0.00%
2540	Slam and Jam junior	5	£367.50	£0.00	739	3.02%	5040.00	0.00	6.77	13.71%
811034	Magic Token	0	£365.20	£0.00	332	3.00%	0.00	0.00	0.00	0.00%
2474	Taxi Large	0	£354.00	£0.00	590	2.91%	0.00	0.00	0.00	0.00%
802479	Space Warp	2	£354.00	£0.00	356	2.91%	7842.00	0.00	21.91	22.15%
800308	Dirty Drivin Right	0	£313.50	£0.00	285	2.57%	0.00	0.00	0.00	0.00%
811040	Shock Wave	0	£302.00	£0.00	302	2.48%	14240.00	0.00	47.22	47.22%
502606	Candy Crane #2	0	£301.20	£0.00	753	2.47%	0.00	0.00	0.00	0.00%
500886	Spongebob Soccer Stars	0	£266.20	£0.00	477	2.35%	3810.00	0.00	7.99	13.31%
502342	Chapya Chop	0	£241.20	£0.00	402	1.98%	0.00	0.00	0.00	0.00%
800307	Dirty Drivin Left	0	£189.20	£0.00	372	1.55%	0.00	0.00	0.00	0.00%
502001	Pac Man Barber Cut	1	£167.40	£0.00	280	1.37%	0.00	0.00	0.00	0.00%
502533	Toy Carnival	0	£162.00	£0.00	270	1.33%	0.00	0.00	0.00	0.00%
500621	Loopy Fun Bus	1	£138.00	£0.00	138	1.13%	0.00	0.00	0.00	0.00%
811055	Animal Kaiser Plus	2	£133.50	£0.00	90	1.10%	0.00	0.00	0.00	0.00%
502933	Injustice	0	£106.70	£0.00	97	0.88%	0.00	0.00	0.00	0.00%
502546	Paintball Splash	0	£91.80	£0.00	306	0.75%	4010.00	0.00	13.10	43.68%
811066	Thunder Attack	1	£54.00	£0.00	46	0.44%	216.00	0.00	4.60	4.00%
811036	Tom and Jerry	0	£0.00	£0.00	0	0.00%	19874.00	0.00	0.00	0.00%
800240	Alders and Ladders	0	£0.00	£0.00	0	0.00%	0.00	0.00	0.00	0.00%
GRAND TOTAL		47	£12,185.00	£0.00	18989	100.00%	95917.00	0.00	5.04	7.87%

STAFF PLAY TRANSACTIONS

1. The staff play transactions report will show you the total number of times members of staff have given free plays on machines and time stamp each use. This can be found under the 'Staff' tab.



2. From here select the period you wish to view the arcade activity for and click 'Run Report'.





3. You can now see a list of free plays in time and date order and who tapped their card.

REPORTS

Park Holidays - Marie

Welcome Stephen Rosster - PHUK Engineer

AdministrationLog Off

CardGameStockStaffSaleThird PartyBookings

Staff Play Transaction

This report lists all Game Play transactions for selected staff members during a selected date range showing details of transaction time and game name

Show Filters

Report Results

Export To ExcelExport To Pdf

Staff Play Transaction

Locations: Park Holidays - Marie

From: 14 04 2025 06:00:00 To: 21 04 2025 05:59:59

Cashiers: All Cashiers Sorted By Time

ShowMaximumentries

	Time	Game Name
Cashier: [REDACTED]	Date: Tuesday, 15 Apr 2025	
	09:27:57	Space Catcher #3
	10:41:27	E Claw - Right
	10:44:04	E Claw - Right
	Date: Thursday, 17 Apr 2025	
	16:03:24	Zip Changer
	16:08:09	Zip Changer
	16:09:24	Zip Changer
	Total	6 Transactions
Cashier: [REDACTED]	Date: Tuesday, 15 Apr 2025	
	18:02:40	Slam and Jam junior #1
	18:32:59	Ticket Trail #1
	18:38:43	E Claw - Left
	Total	3 Transactions
Cashier: [REDACTED]	Date: Monday, 14 Apr 2025	
	10:23:11	Space Catcher #3
	Date: Wednesday, 16 Apr 2025	
	10:21:47	Slam and Jam junior #1
	Total	2 Transactions
Cashier: [REDACTED]	Date: Wednesday, 16 Apr 2025	
	16:55:17	Animal Kicker Plus #1
	16:55:52	Flac Man Barber Cut #1
	16:57:35	Jokers Wild #1
	16:57:47	Animal Kicker Plus #1
	16:57:59	Jokers Wild #1
	19:17:56	Slam and Jam junior #1
	19:19:22	Slam and Jam junior #1

CASHIER TAKINGS

1. The cashier takings report will breakdown you arcade income and show you how much cash vs chip and pin payments were made. This report is under 'Sale' and 'Cashier Takings'.

The first screenshot shows the 'REPORTS.' interface with a navigation bar containing 'Card', 'Game', 'Stock', 'Staff', 'Sale', 'Third Party', and 'Bookings'. The 'Sale' menu item is highlighted with a red box. The second screenshot shows the dropdown menu for 'Sale', with 'Cashier Takings' highlighted by a red box. Other options in the menu include 'Bonus Awarded', 'Card Product Sales', 'Card Product Sales Comparison', 'Cash Drawers', 'Cashier Tips', and 'Computer Receipts'.

2. Select the period you wish to view, and press run report.

The screenshot shows the 'Cashier Takings' report form. It includes a header with the 'REPORTS.' logo and a navigation bar. Below the navigation bar, the title 'Cashier Takings' is displayed, followed by a subtitle: 'This report lists payments received by Cashier, broken down by payment type, cashout and total banked'. The form contains several input fields: 'Start Date' (14 04 2025), 'Start Time' (06:00:00), 'End Date' (21 04 2025), and 'End Time' (05:59:59). There is also a checkbox labeled 'Apply Reporting Group Filter'. At the bottom, there are two buttons: 'Run Report' and 'Create Automatic Report'. The 'Run Report' button is highlighted with a red box.



3. Your kiosk income will be shown under the 'Unattended Device' line, this will also show any revenue adjustments that have been made. Chip and Pin payments are shown in the 'EFT Received' line.

Cashier Takings Report

localhost/EcoReports/CashierTakings/RunReport

Park Holidays - Marlie
Welcome Stephen Rossiter - PHUK Engineer
Administration Log Off

Card Game Stock Staff Sale Third Party Bookings

Cashier Takings

This report lists payments received by Cashier, broken down by payment type, cashout and total banked

+ Show Filters

Report Results

Export To Excel Export To Pdf

Cashier Takings From: 14 04 2025 06:00:00 To: 21 04 2025 05:59:59
Locations: Park Holidays - Marlie Sorted By Total Received

Show 10 entries

Staff Member	Total Received	EFT Received	Credit Card Received	Check Received	Account Received	Cash Received	Cash Out	Total Banking	Cash Pull
Reporting Group: NONE									
Stephen Rossiter - PHUK Engineer	-£ 10.00	£ 0.00	£ 0.00	£ 0.00	£ 0.00	-£ 10.00	£ 0.00	-£ 10.00	£ 0.00
(Unattended Device)	£ 11,469.56	£ 6,978.26	£ 0.00	£ 0.00	£ 0.00	£ 4,491.30	£ 0.00	£ 4,491.30	£ 0.00
Total	£ 11,459.56	£ 6,978.26	£ 0.00	£ 0.00	£ 0.00	£ 4,481.30	£ 0.00	£ 4,481.30	£ 0.00

Name	Position	Date	Review Date
Stephen Rossiter	Arcade Engineer	23/04/2025	01/06/2026

CASHLESS ARCADE SUPPORT GROUP

Scan the QR code below to add yourself to cashless arcade support group, where you can ask questions and get help with urgent issues.



CASHLESS AGC

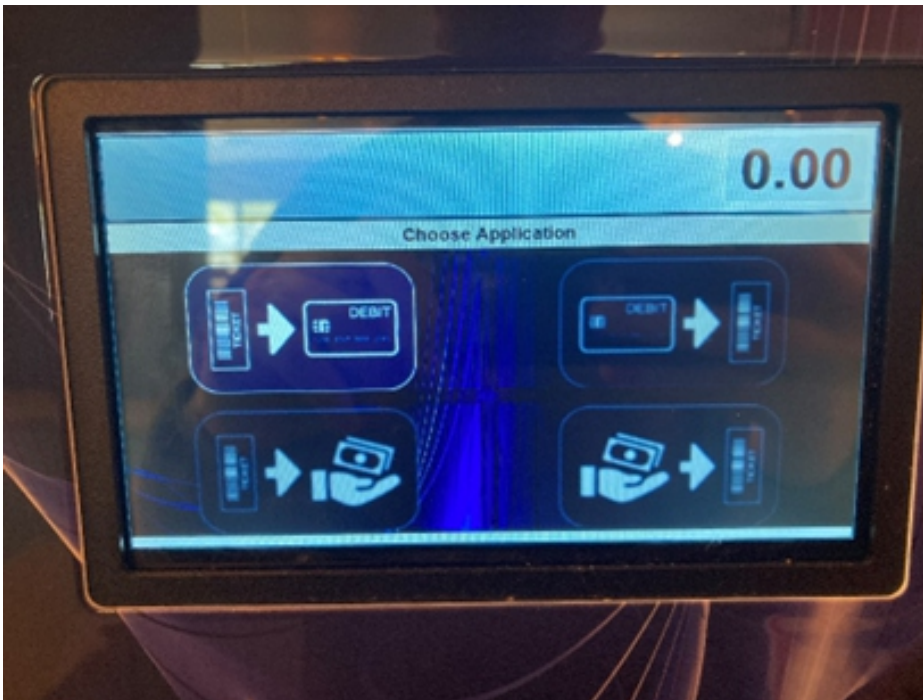
- **GeWeTe Tap & Play– Refilling Receipt Roll**
- **GeWeTe – Refilling TITO Tickets**
- **Using your GeWeTe Tap & Play**

STANDARD OPERATING PROCEDURE

Task	GeWeTe Tap & Play– Refilling Receipt Roll	Department	ARCADE
Prepared By	Stephen Rossiter	Updated	24/04/2025

REFILLING RECEIPT ROLL

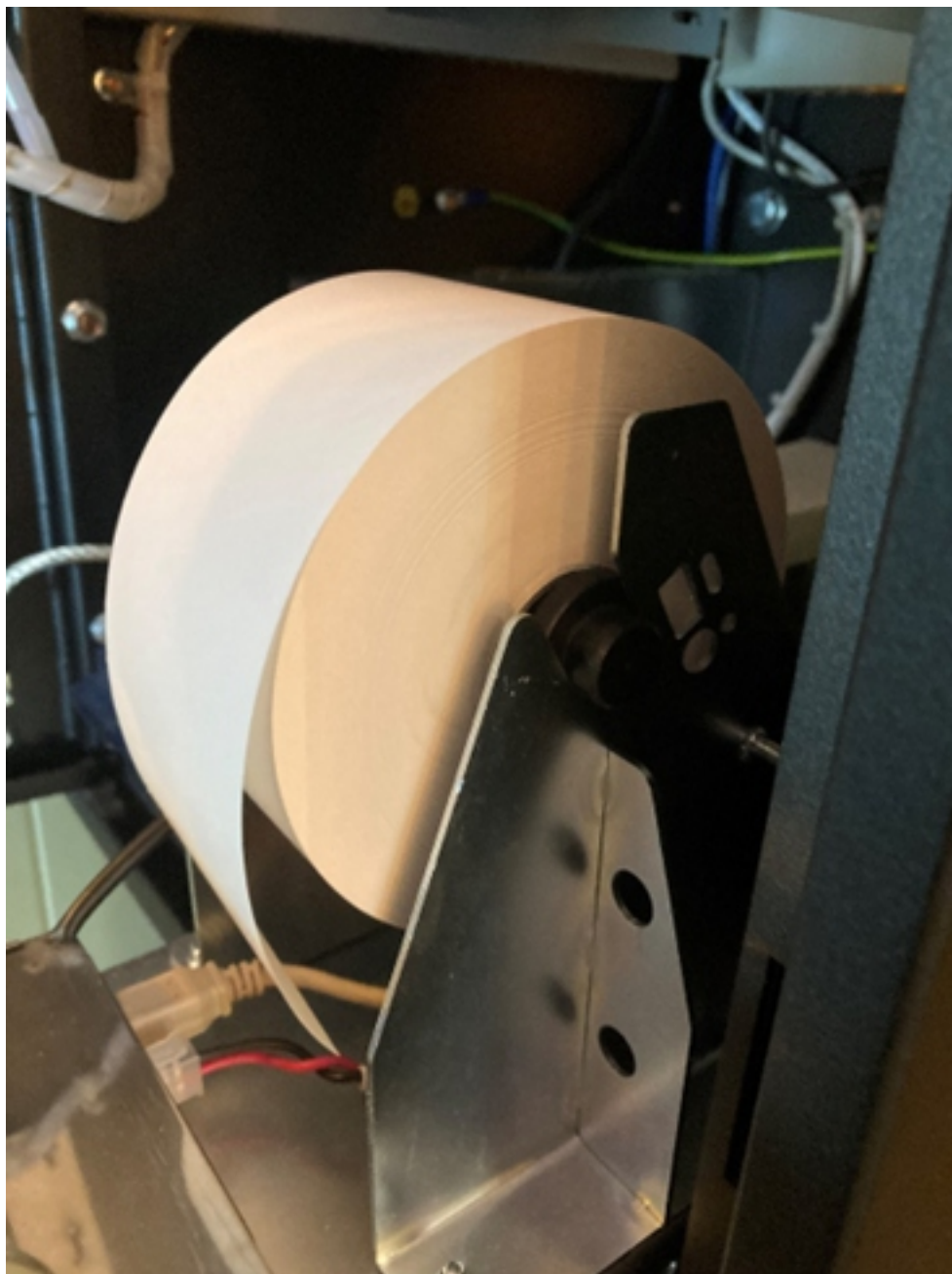
1. When the receipt roll runs out the terminal will disable the option to purchase tickets. The display will grey the corresponding button out and will look like this.



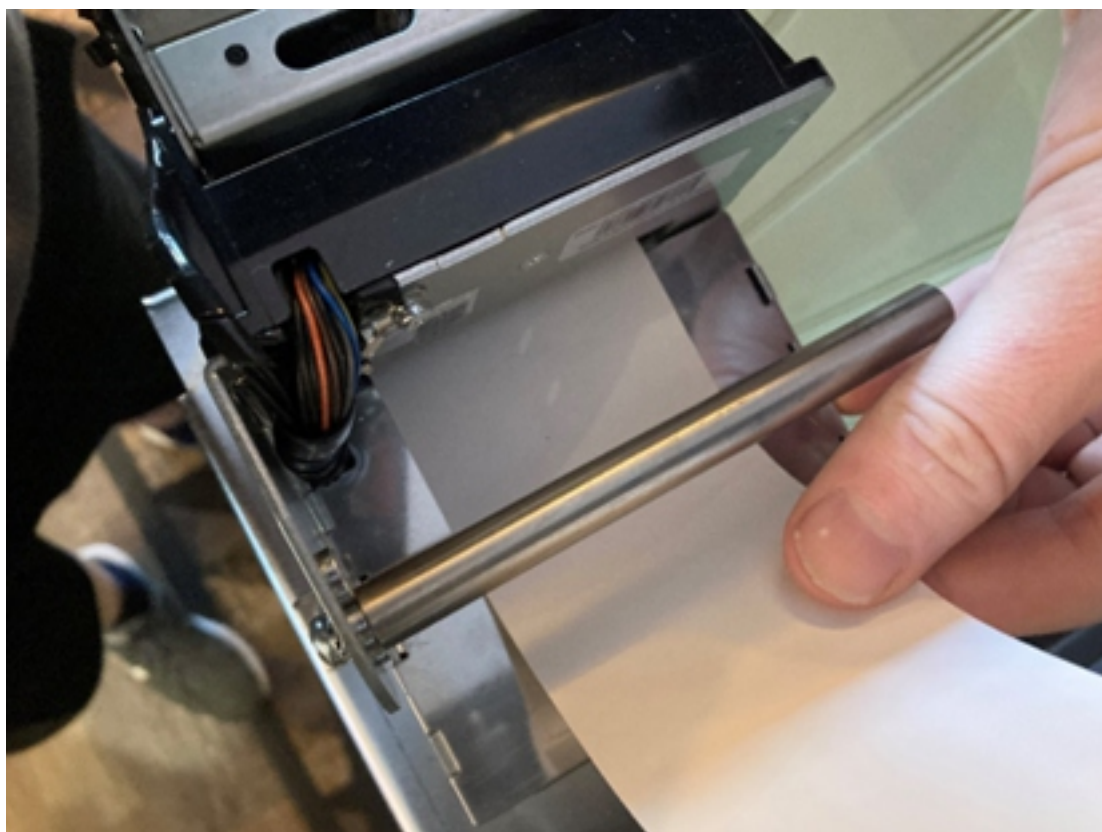
2. Open the door and pull out the receipt printer.



3. Place a new roll of paper with the end hanging over the front of the roll from the top.



4. Feed the paper under the bar and into the slot at the back of the printer.



5. The printer will self-feed when you have inserted the paper far enough.



6. Slide the printer back into the terminal and lock the door back up.

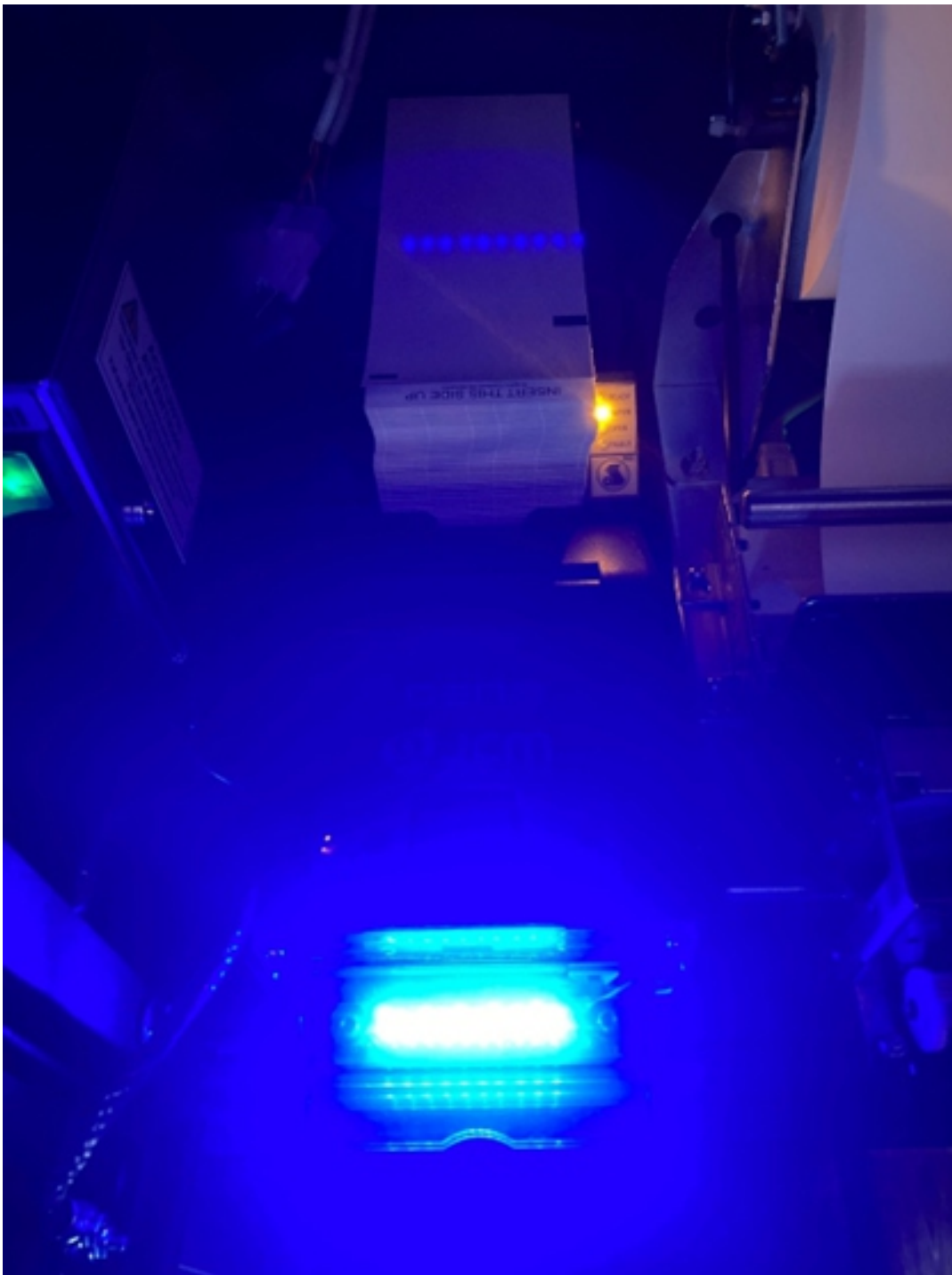
Name	Position	Date	Review Date
Stephen Rossiter	Arcade Engineer	24/04/2025	01/06/2026

STANDARD OPERATING PROCEDURE

Task	GeWeTe – Refilling TITO Tickets	Department	ARCADE
Prepared By	Stephen Rossiter	Updated	24/04/2025

REFILLING TICKETS

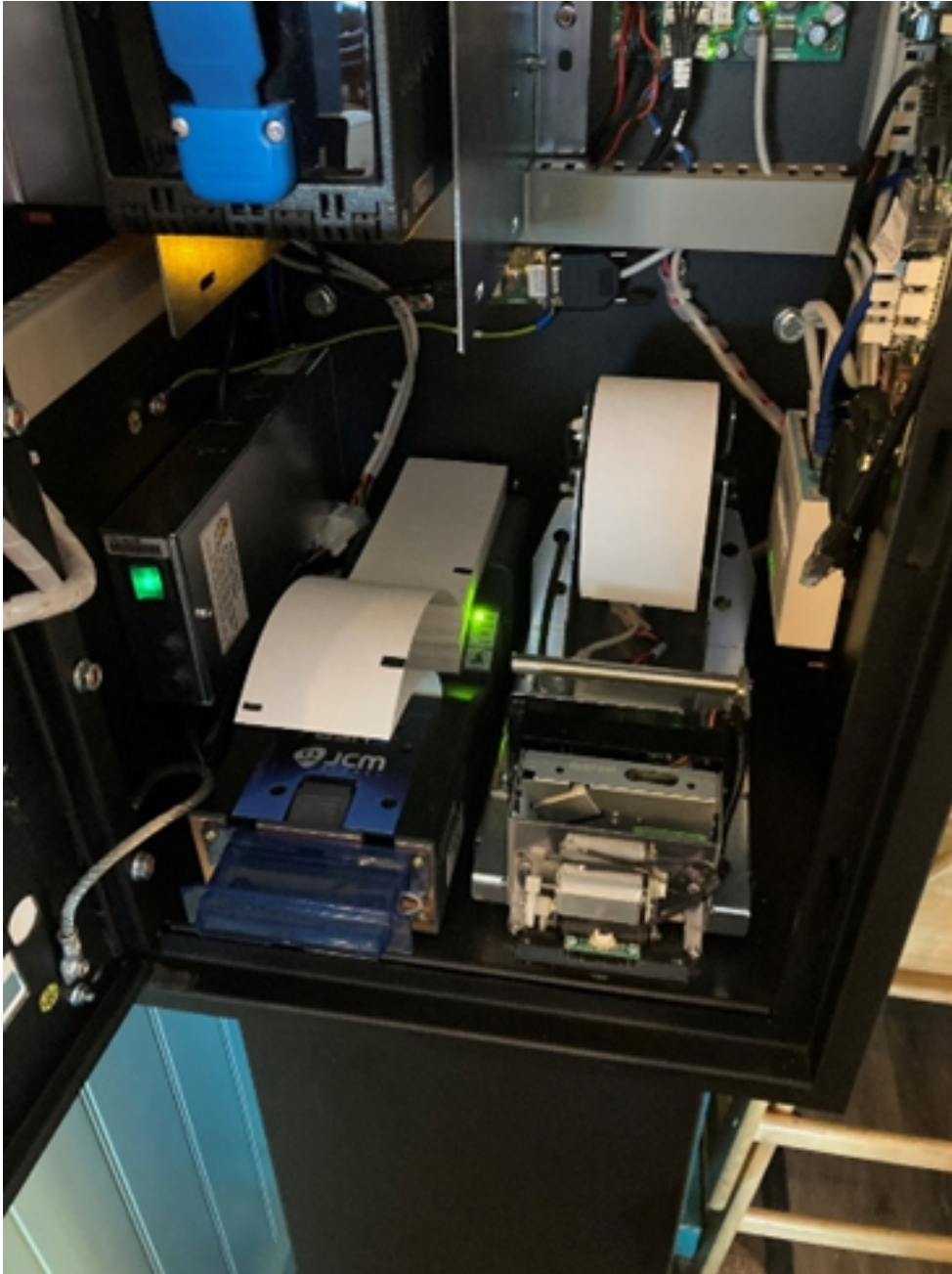
1. The ticket printer on the terminal will flash blue when it has run out of paper. To refill it open the door on the terminal and place a fresh packet of tickets in the holder.



2. Ensure to disregard the 'Insert This Way Up' message on the paper, this is for the guests when using and claiming their tickets. Feed the tickets into the slot on top of the printer.



3. The printer will self-feed when you insert the tickets far enough into the slot, when ready the status light on the printer will turn green.



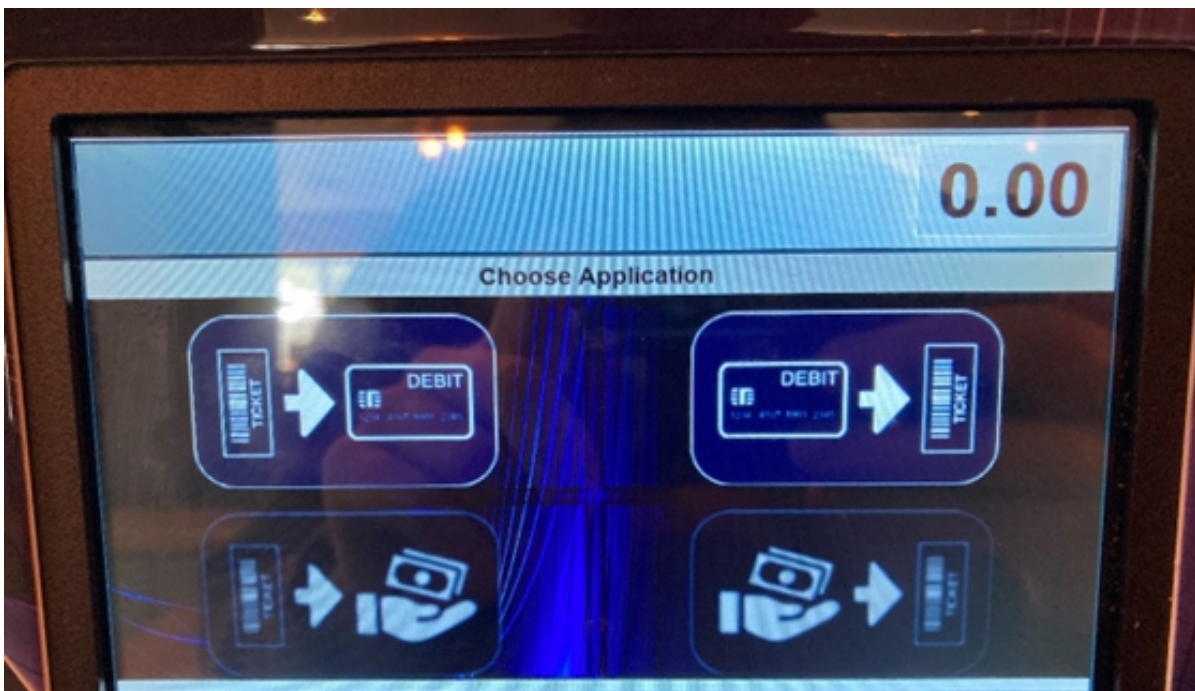
Name	Position	Date	Review Date
Stephen Rossiter	Arcade Engineer	24/04/2025	01/06/2026

STANDARD OPERATING PROCEDURE

Task	Using your GeWeTe Tap & Play	Department	ARCADE
Prepared By	Stephen Rossiter	Updated	24/04/2025

PURCHASING A TICKET

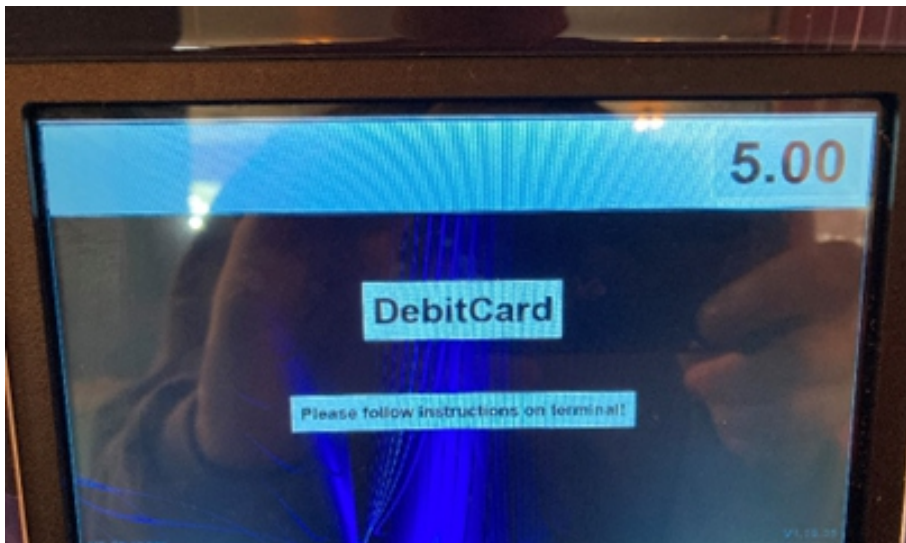
1. To purchase a ticket from the AGC kiosk tap the screen to start and select the 'Debit to Ticket' Icon



2. Select the value you wish to play with.



- The Terminal will now ask for your payment method, please note this will not accept credit cards as a form of payment.



- Once payment has been made by either Chip and Pin or Contactless the terminal will dispense a ticket for the selected value and a receipt. Ensure your guests DO NOT throw the receipt away as they need it to claim their tickets later.



USING A TICKET

1. To use ticket, insert it into the right-hand side of any machine in the AGC with the printed side up. This will transfer the value to the ticket to the machine and invalidate the ticket for any further use.



2. Once the guest has finished their session and pressed 'Collect' the machine will print out a ticket for the value of their balance from the left-hand side.

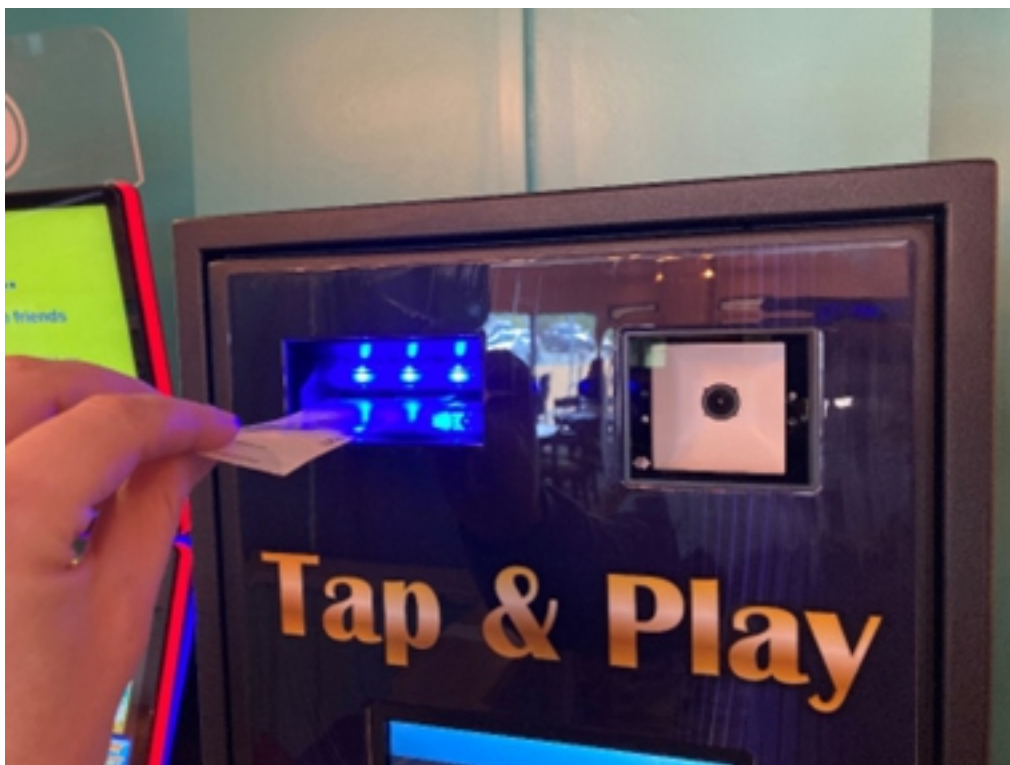


CLAIMING A TICKET

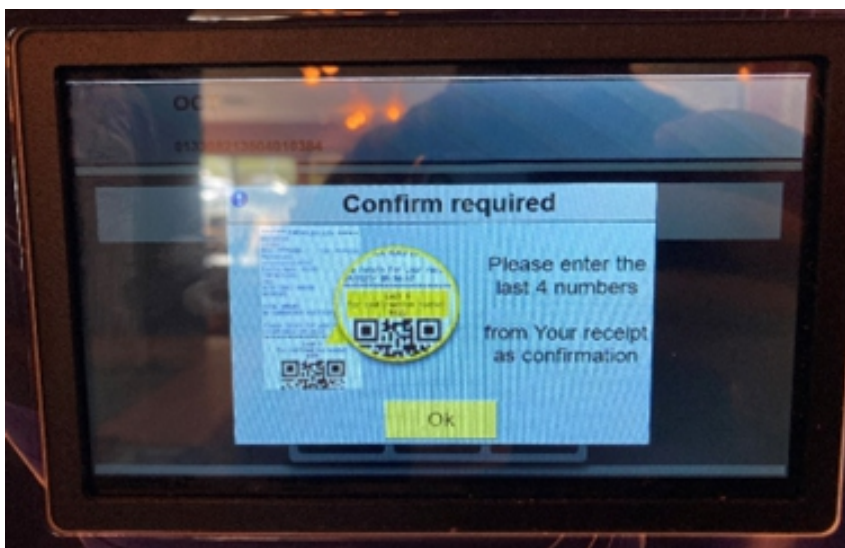
1. To claim a ticket, return the terminal with the winnings from the machine and the receipt you were provided with when the original purchase was made. Tap the screen to start and select the 'Ticket to Debit' option.



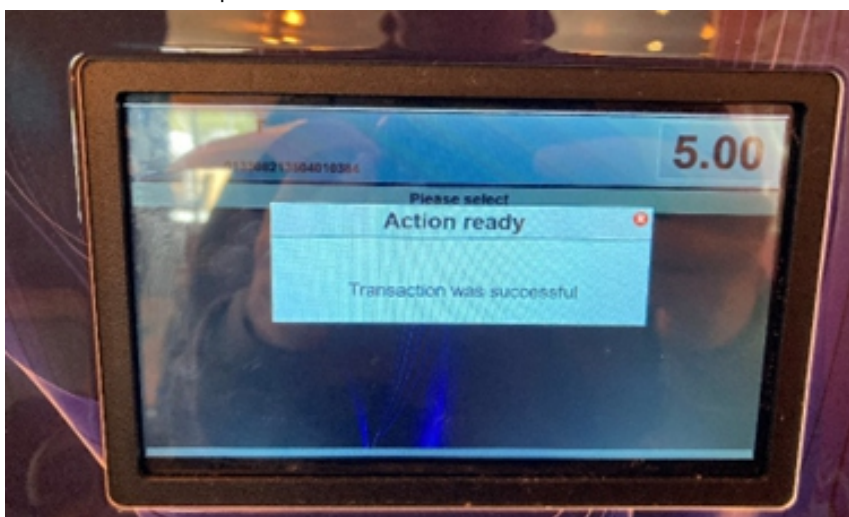
2. Insert the ticket into the acceptor in the top left of the machine, the device will turn blue to indicate it is active.



3. Once the ticket has been accepted by the machine the QR scanner will light up, scan the QR code from the receipt and enter the 4 digit confirmation code.



4. Once you have entered the code the terminal will display a 'Transaction successful' message and print a confirmation receipt.





5. The payment back to the guests account may take 15 minutes. This however may vary depending on the guest's banking provider.

INVALID QR CODES

1. The QR codes on the receipts are only active for 24 hours. Should the guest hold onto their winning ticket for longer than that they will need to purchase a new ticket, run that through the machine and then put both the new and existing tickets into the terminal before scanning the new QR code.

INVALID TICKETS

1. A ticket may come up as invalid for a number of reasons the most common being a network disconnection. Should this occur, you can contact the arcade helpdesk with the ticket number and the last 4 digits of the card number used to purchase the original ticket. You can attach images of the ticket and receipt to make this easier and we can look into the issue and call you back.

AGC & GEWETE SUPPORT

1. Should you need any support with either the GeWeTe kiosk or your AGC machines please use the contact details below
 - a. For general issues or you're unsure who to contact first your area engineer or arcadehelpdesk@parkholidays.com should be your first point of contact
 - b. MARS support can provide assistance for Ticket related errors
Hours: 07.00 – 22.00 7 Days a week
Hotline: 0330 058 0780
 - c. GeWeTe support can provide assistance for terminal related faults
Hours: 08.00 – 19.00 Monday - Friday (Excluding Public Holidays)
09.00 – 17.00 Saturday
Hotline: 01636 343434
An out of hours answering service is available, you can leave a message and they will get back to you.
 - d. Link4Pay provide support for all payment issues
Hours: 24/7
Hotline: +357 22 497700
Email: support@link4pay.com

Name	Position	Date	Review Date
Stephen Rossiter	Arcade Engineer	24/04/2025	01/06/2026

ALL PARKS

- **Reporting Faults & requesting Stock**
- **Redemption**
- **2p Changers**
- **Jet Sorts**
- **IHL Smarthub User Guide**

STANDARD OPERATING PROCEDURE

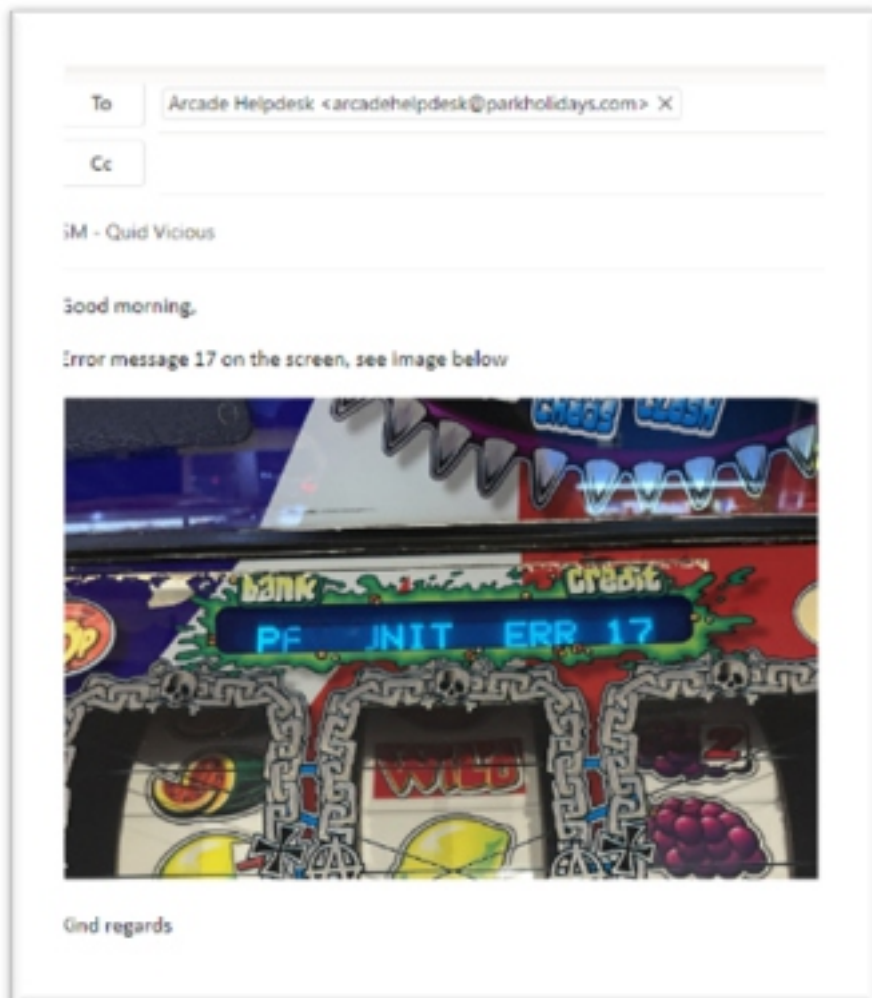
Task	Reporting Faults & Requesting Stock	Department	ARCADE
Prepared By	Ben Porter	Updated	10/05/2022

PROCEDURE

To report a new machine fault or request stock, you need to follow these 4 steps:

1. Email arcadehelpdesk@parkholidays.com
2. Include in the SUBJECT your park code and the machine name, for example "SM - Ticket Station".
3. In the main email please provide as much info as possible (ie the fault, when it happens, what the machine says etc the more information the better)
4. This will then log you a ticket on the arcade helpdesk and the engineer will keep you informed on the progress of your fault and when it has been resolved via your email.

Each machine will need its OWN ticket so will require its own email. Stock requests are the only exception to this, just list the items required with the title "DC - Stock". You can then check for updates on your email, update the ticket with new information or request more information on an outstanding ticket. Photos can also be attached to the email to more easily describe problems or show error screens.



Name	Position	Date	Review Date
Ben Porter	Arcade Admin	10/05/2022	01/06/2026

REDEMPTION

Most of our arcades have redemption machines. These are machines that pay out tickets which are then used to trade for prizes from your bar or redemption shop. It is important that these machines are topped up with tickets on Coin Opp parks to ensure the guests can win them.

Suppliers

We use the following 3 suppliers to purchase redemption stock from:

Bandai Namco – www.bacapps.co.uk/cloudcart/login.aspx?c=601

Bubblegum - www.bubblegumpromo.co.uk

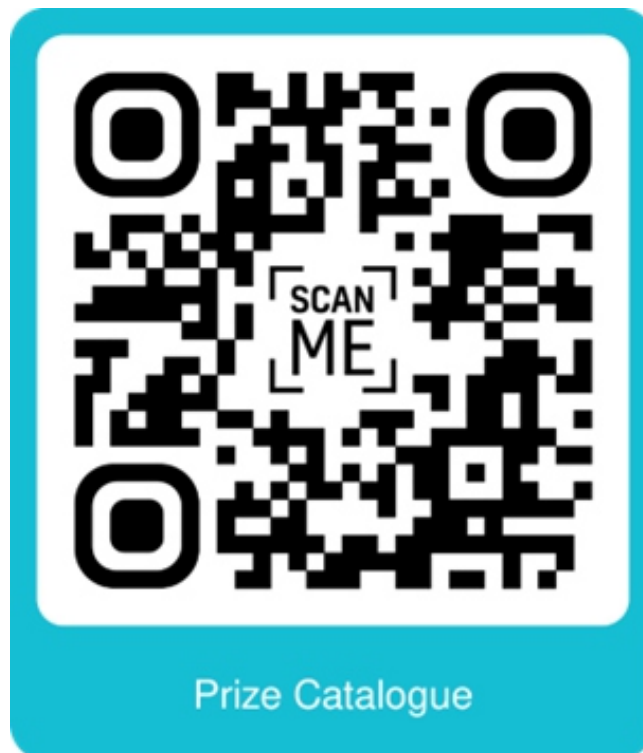
Huggables – www.huggables.co.uk

You will require login's for all the suppliers. If you have not supplied these on your arcade induction, please email the arcade helpdesk. arcadehelpdesk@parkholidays.com

Ticket prices

These are set by Head Office and should not be deviated from. You can see these by scanning the AR code below, following the link or using the price enquiry function on your Redpro.

<https://form.jotform.com/240436950827057>



2P CHANGE MACHINES

Best Practices

- Keep your change machine floated with 2p's at all times, if your change machine runs out of coins this will stop guests from getting change and using your machines.
- Do not refill your 2p change machines directly from any 2p pusher. This can cause foreign object to get into the hoppers and breaking them.
- Change machine floats should be checked at least once per month.

Refloating your 2p changer

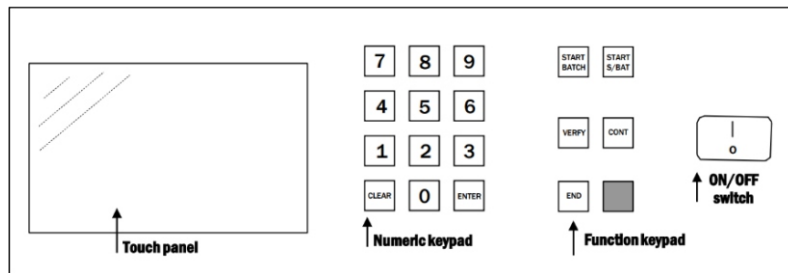
- Once you have completed your arcade collection and counted all the 2p's from the pushers. You should then count the coins in the cash box of the 2p change machine.
- Once you have counted the coin box use this to swap with the 2p's you have from your arcade collection.
- Refloat the 2p change machine via the door onto of the machine.

Float Checks

- To perform a float check open the middle door.
- Press the dump button on the main board
- Close the door. The machine will dump the float to the coin tray. This will overflow if you don't empty it into tubs as you go.
- The front display will show the number of coins dumped from each hopper. Use this to work out how much was in the machine.
- Alternatively you can count this using your coin counter.
- Once completed refill the machine from the top



JET SORT COIN COUNTERS



Operating JetSort

Before turning on the power, check to make certain that there is a bag in place for each denomination to be counted. Turn on the main power switch located on the right side of the Control Panel. Press the START BATCH key. Feed coin from the inspection tray into the sorting chamber. A new Batch or Sub-Batch is created by ending the previous, and pressing the START BATCH or START S/BAT keys.

Starting Batches and SubBatches

The JetSort tracks coins in the same Batch until START S/BAT is selected. Once START S/BAT is selected, the JetSort counts all subsequent coins as a separate Sub-Batch. You would start a new sub batch for each arcade machine you are counting. Recording the totals on your collection sheet as you go.

Clearing Individual Bag Counts

When a bag has reached its bag stop limit, the sorter stops and a limit message flashes on the display, showing the denomination for which the limit has been reached. Once this occur remove the full bag and attach an empty one.

To clear the bag count, select CLEAR once. The JetSort displays the following prompt: Clear this Bag/Box? Select CLEAR again to clear bag count and return to a Batch Waiting condition. Press CONT to sort remaining coins.

Clearing the batch

You would do this when you start a new arcade drop to ensure all bags are set to zero. Press Day on the screen then press end batch. Press the DAY button again followed by the CLEAR. The JetSort will display the following prompt: "Clear Day Totals?" Press CLEAR again to clear all Day counts.

Proceed to the other 3 tabs, BAGS, S/BAT and BATCH and repeat the clearing process until all show £0.00.

Touch Panel

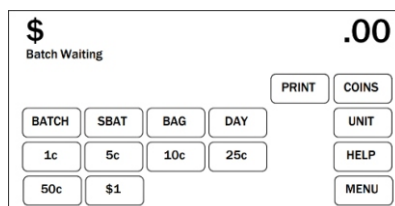


Table Error or Sensor Error

If a jam occurs while sorting coin, or if there is a sensor malfunction, the JetSort stops immediately, and the Touch Panel Display displays one of two error messages. If there is a jam that has stopped the table from rotating, a TABLE ERROR message appears. If a jam occurs at a sensor, a SENSOR ERROR message appears. The correction procedure is similar for both types of error.

Correcting Jams

The first step in correcting a TABLE or SENSOR ERROR is to remove the inspection tray and remove all loose coin from the sort disk area. Next, press CLEAR. JetSort gives the option of verifying the count or continuing with coin processing. (If the table-jam message remains, contact the local Cummins Allison office.) In the case of a sensor jam, the display describes exactly where it detects an obstruction. The obstruction may then be cleared using a non-metallic tool. It is important that a non-metallic tool be used so that the sensor is not damaged. If the sensor still detects an obstruction the JetSort will display a "[#]¢ SENSOR BLOCK cont" error message, indicating the sensor has not been cleared. After the obstruction is removed, press CLEAR a second time.

IHL SMARTHUB USER GUIDE



**Smart
EXCLUSION**

Page 31 to 36



**Smart
INCIDENT**

Page 37 to 41



**Smart
ALERT**

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**Smart
INTERACTION**

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**AML
Log**

Page 51 to 55



**Age
Verification**

Page 56 to 59



**Daily
Checks**



**Accident
Reports**



**Check
In**



**Machine
Ratio**



**Track
& Trace**



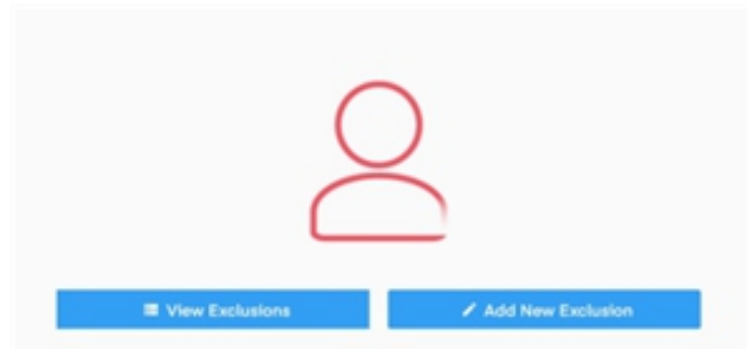
Smart EXCLUSION is for adding customers onto a National database that is designed to help those Customers have a period of rest from gambling, either a specific form, such as Bingo, or all face to face forms of gambling, within a defined area.

NB: This does not include any form of online gambling

Tap the SmartEXCLUSION icon

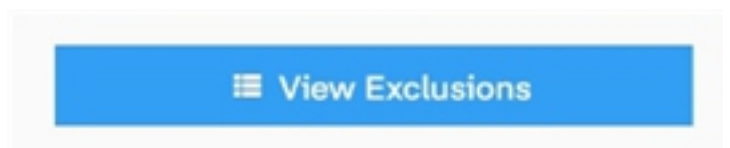


**Select either:
View Exclusions or Add New Exclusion**



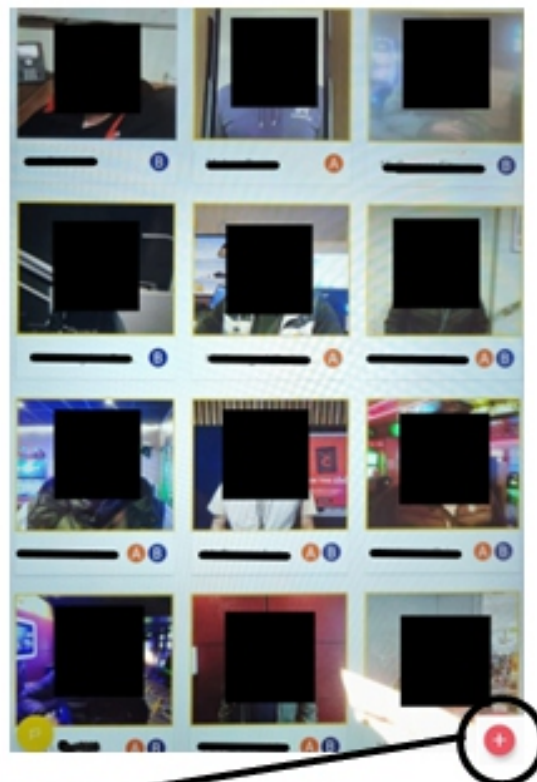
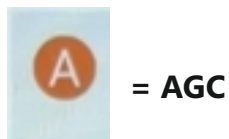
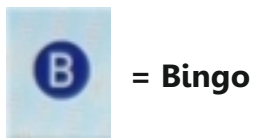
View Exclusions

Tap on the View Exclusions icon



**Enter your username (Manager)
And your password (parkname1)**

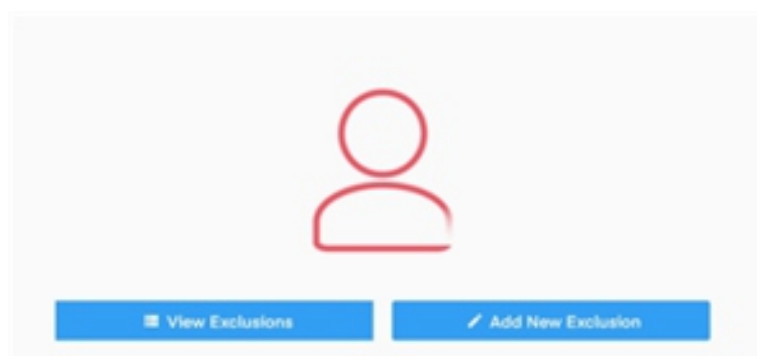
**This is the carousel. It shows those on the Exclusions list for your venue and which sector this is for, i.e. Bingo
Most recent is top right.**



**You can start a new exclusion from here
Tap the SmartEXCLUSION icon**



**Select either:
View Exclusions or Add New Exclusion**

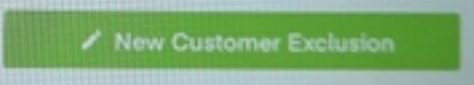


Add New Exclusions

Tap on the Add New Exclusions icon For

A blue rectangular button with a white pencil icon and the text "Add New Exclusion".

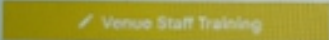
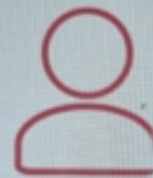
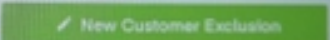
Customers use:

A green rectangular button with a white pencil icon and the text "New Customer Exclusion".

Please ensure you have taken the customer through the GAMCARE help pages before starting a new exclusion.

Next, accept the terms and conditions

And click continue

A yellow rectangular button with a white pencil icon and the text "Venue Staff Training".A green rectangular button with a white pencil icon and the text "New Customer Exclusion".

Self-exclusion pre-checks

To be completed by the assisting member of staff

TAKE GAMCARE SELF-ASSESSMENT TEST

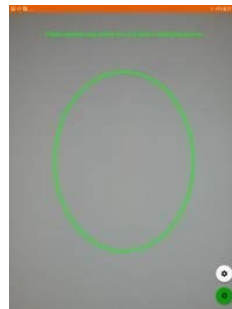
☐ I can confirm that I have spoken to the customer wishing to exclude and have offered the GamCare self-assessment test, explained the process about to follow along with what will happen next and the customer wishes to continue.

CONTINUE

Enter the Customer Details

**If training, make sure to tick the
Venue Staff Training box
Click Continue**

**Tap the camera to
Add a photo of the
customer**



**Fill out the rest of the customers
Details and then
Press Continue**

**Select which sector(s) the customer
wishes to exclude from**

Press Continue

**Select the centre point of the
Exclusion
Select the radius of the exclusion**

Press Continue

Select how long exclusion lasts for.

NB. This cannot be cut short, only extended

Press Continue

If

**Select if you have seen ID
you have, fill in the details
Press Continue**

**Select yes if customer wishes to be
contacted by support organisations**

**Select chosen method of
Communication**

Press Continue

Read the statement to the customer

**Select whether the customer would
be happy to participate**

Press Continue

**Ask the customer to sign in the grey
box.**

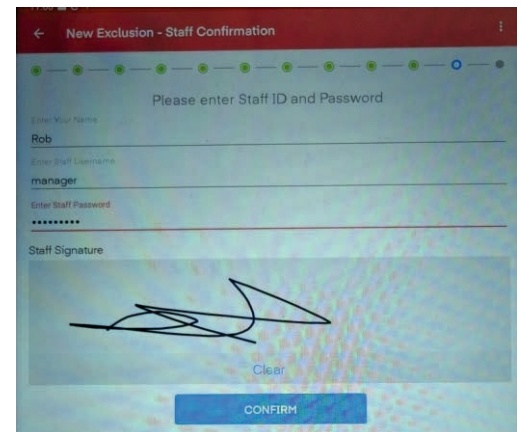
Press Continue

You now need to enter your name

Username (manager)

Password

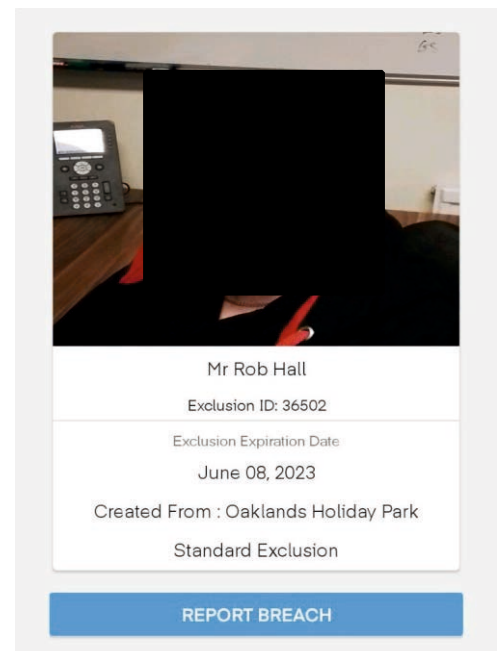
Click Confirm



This is the detailed exclusion screen.

You can report a breach, extend the exclusion or remove the customer from the list.

You can only complete the last two, once the initial exclusion period has expired.





SmartINCIDENT is for reporting any form of incident that occurs in and around the venue, Incidents that require the police to be called and those that occur as a result of alcohol, drugs or gambling

Tap the SmartINCIDENT icon



Select either:

View Incidents or New Incident

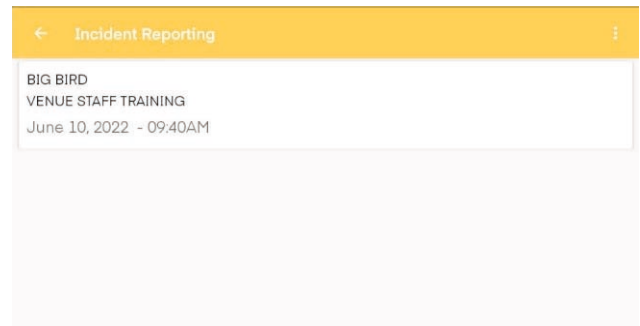


View Incidents

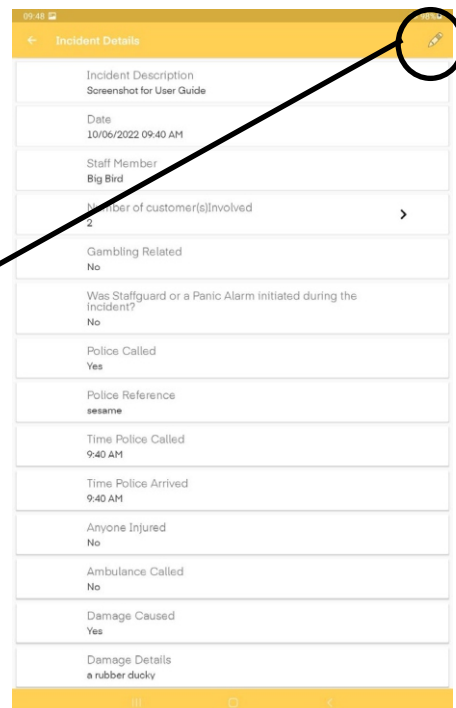
Tap on the view Incidents icon



You can view a list of all your reported incidents. Newest is at the top of the list.



Tap on the incident to see more details



Tap this button to add a new incident, relating to the one that you are in.

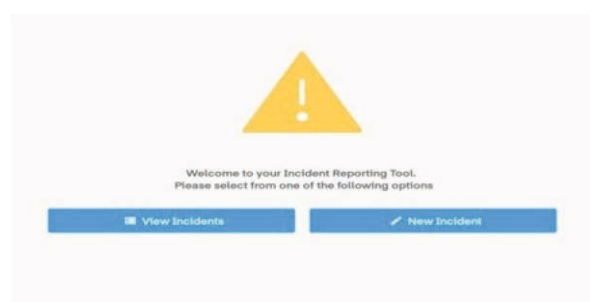


Tap the SmartINCIDENT icon



Select either:

View Incidents or **New Incident**



New Incident

Tap on the New Incident icon



Read the disclaimer

Tick the check box to agree



New Incident Report

This application is to be used to report incidents that happen in and around the venue, incidents that require the Police to be called and those as a result of alcohol, drugs or gambling.

☒ I can confirm that the information submitted in this incident report is accurate and based on the information available at the time of reporting.

Tap on the start button



Fill out the incident date and time

Use the drop down list to select the incident type

Add a description and check the box Whether known to the venue.

Tap Next to continue

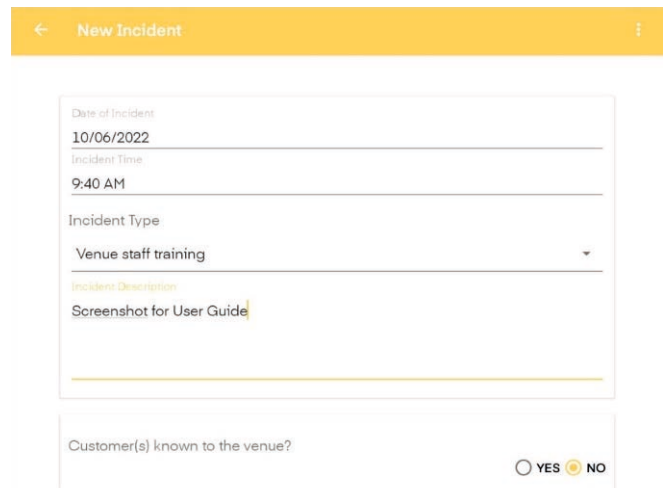
Use the slider to pick number of individuals involved

Tap to add Offenders

Fill out all of the information that you can.

There are drop down lists to help you

Tap the tick once finished



← New Incident

Date of Incident
10/06/2022

Incident Time
9:40 AM

Incident Type
Venue staff training

Incident Description
Screenshot for User Guide

Customer(s) known to the venue?
☐ YES ☒ NO



BACK NEXT

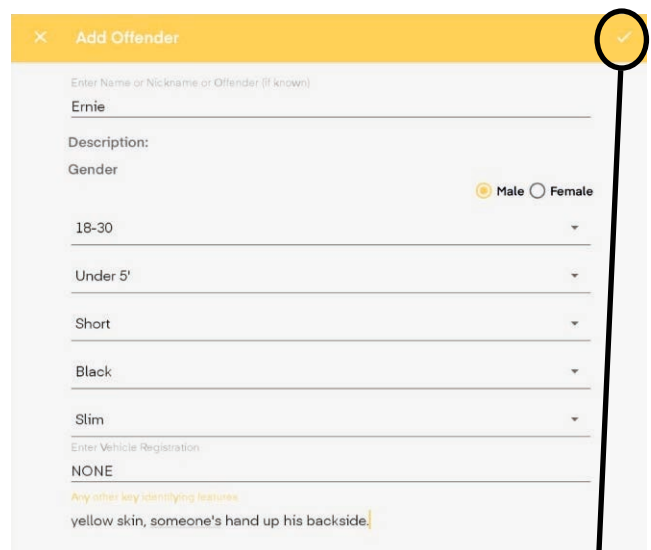


← Offender Details

How many offender(s) are involved?

1 2 5

Add Offender(s)



× Add Offender

Enter Name or Nickname or Offender (if known)
Ernie

Description:
Gender
☒ Male ☐ Female

18-30

Under 5'

Short

Black

Slim

Enter Vehicle Registration
NONE

Any other key identifying features
yellow skin, someone's hand up his backside.

Repeat for all offenders

Tap Next to continue

Answer each of the Yes / No Questions

NB. Some questions require further details

Tap Next to continue

Answer the last Yes / No Questions

Tap Next to continue

Enter Your name

Venue Username (manager)

Password (parkname1)

Add your signature

Finally tap Submit

Offender Details

How many offender(s) are involved?

1 2 5

Add Offender(s)

Ernie

Incident Details

Area Manager informed? ☐ YES ☒ NO

Night Manager informed? ☐ YES ☒ NO

Was the incident related to violence or aggression (As a result of playing a gaming machine)? ☐ YES ☒ NO

Was a Stake returned to the customer? ☐ YES ☒ NO

Did CCTV capture the incident? ☐ YES ☒ NO

Was Staffguard or a Panic Alarm initiated during the incident? ☐ YES ☒ NO

Incident Details

When asked to leave, did the customer(s) exit the premises? ☐ YES ☒ NO

Where the Police called as a result of the incident? ☒ YES ☐ NO

Please Enter Police Crime Reference Number

sesame

Time Police Called

9:40 AM

Time Police Arrived

9:40 AM

BACK NEXT

Staff Confirmation

Enter Your Name

Big Bird

Enter Staff Username

manager

Enter Staff Password

Please sign here

Clear

BACK SUBMIT



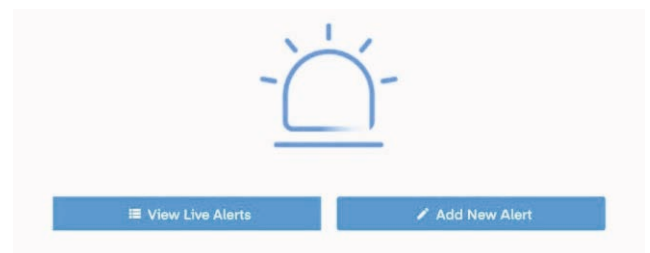
**SmartALERT is an app for sharing information with other venues.
This information includes individuals who are caught
attempting to steal or destroy assets Drink Driving on site
or individuals who are behaving in a suspicious way.**

Tap the SmartALERT icon



Select either:

View Live Alerts or Add New Alert



View Live Alerts

Tap on the View Live Alerts icon

 View Live Alerts

Fill out the Username (manager)

Password (parkname1)

Tap submit

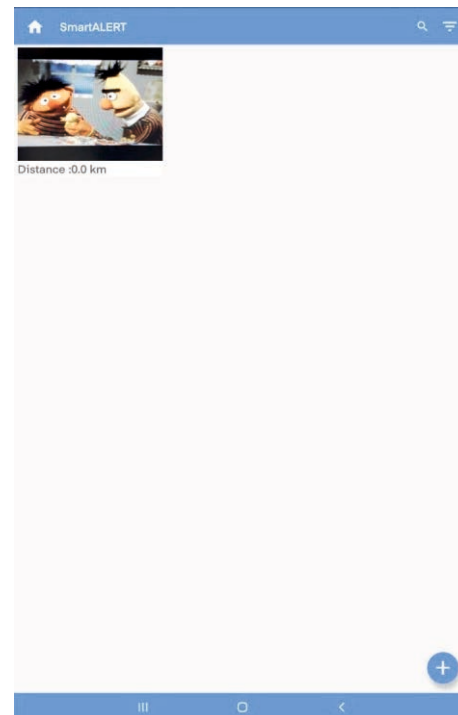
Enter Your Details

Username
manager

Password

CANCEL SUBMIT

This screen shows you all alerts.
Newest is in the top right corner.
Tap on the Alert for more details

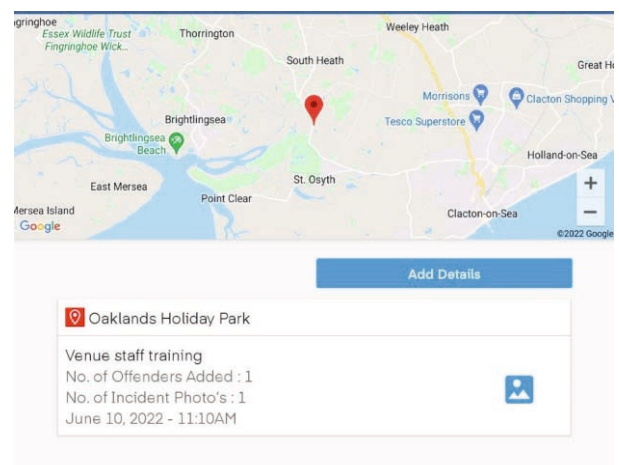


Tap on Add Details to add further details
or incident on this alert

NB. The alert does not have to be your
own to add too.

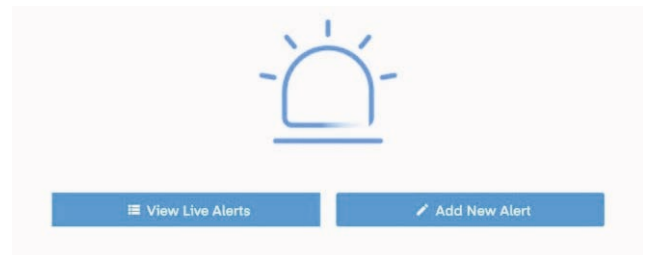


Tap the SmartALERT icon



Select either:

View Live Alerts or **Add New Alert**



Add New Alert

Tap on the Add New Alert icon



Fill in the Date and Time of the Alert

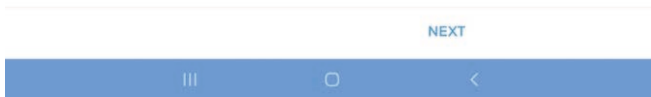
A screenshot of the 'New Incident' form in the app. The form has a blue header with a back arrow and the title 'New Incident'. It contains several input fields: 'Date of Incident' with the value '10/06/2022', 'Incident Time' with the value '11:10 AM', and 'Incident Type' with a dropdown menu showing 'Venue staff training'. Below these is a text area for a description with the placeholder text 'Please enter a brief description of the incident:' and the entered text 'Bert and Ernie fighting over the rubber ducky again!'. There is a blue line at the bottom of the form.

Use the drop down list to select
Incident Type

Add a Description of the incident

Tap Next to continue

A screenshot of the 'New Incident' form, showing the bottom section. It features a photo of Bert and Ernie from Sesame Street. Below the photo is a blue button labeled 'Add Picture(s)'. At the bottom of the form is a checkbox labeled 'CCTV Footage available'.



If safe to do so, tap on Add

Picture(s) And take a picture.

Repeat the process for more then 1 picture

Check the box if CCTV can be added later

Tap Next to continue



Next tap Add Incident Details
You can skip if you have a photo



Add in as many details as you can

There are drop down lists to help.

Incident Details

Enter Name or Nickname or Offender (if known)

Bert And Ernie

Description:

Gender

☒ Male ☐ Female

60+

Under 5'

Short

Black

Slim

Other

Enter Targeted Machine Model

SESAME STREET

Enter Vehicle Registration

B1G 81RD

Tap the tick once finished
After adding all details,



Bert And Ernie





Tap Next to continue

BACK

NEXT

|||

□

<

Enter:
Your Name
Username (manager)
Password (parkname1)
Signature

< New Incident ⋮

Enter Your Name

Cookie Monster

Enter Staff Username

manager

Enter Staff Password

Please sign here

Cookie!!

Clear

⋮

Tap Submit when finished

BACK

SUBMIT

|||

□

<



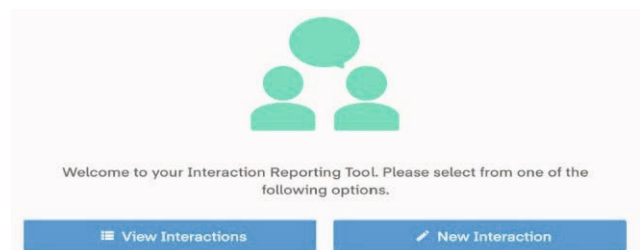
Smart INTERACTION is an app for recording information relating to the venue, that is required to be completed on a regular basis.

Tap the SmartALERT icon



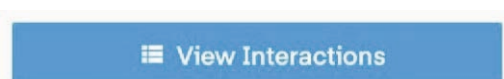
Select either:

View Interactions or New Interaction



View Interactions

Tap on the View Interactions icon



Tap on an interaction for more information

← Interaction Incidents 32476

VENUE STAFF TRAINING
10/06/2022 01:53 PM

← Interaction Details

10/06/2022 01:53 PM

Record Type
Venue staff training

Customer(s) known to the venue?
YES

Did you direct the customer to any responsible gambling information on the machine?
YES

Did you ask the customer if they wanted to take a break from Gambling?
YES

Did the customer take a break?
NO

Did you talk to the customer about Self-Exclusion?
YES

Was the customer asked if they wanted to receive details of any support organisations?
NO - Customer declined further information

Did you offer or suggest anything else to support the customer?
YES

Suggestion Details
I asked Ernie to hand his rubber ducky to me.

What was the outcome of the interaction and what are the next steps?
Ernie decided that Bert had best keep his duck.

View Interactions or New Interaction

← Recorded INTERACTIONS

32476 COOKIE MONSTER
VENUE STAFF TRAINING
For customer: Bert
June 10, 2022 - 01:53PM

Count:1

Tap on an Incident for more information

Tap the SmartALERT icon



Smart
INTERACTION

Welcome to your Interaction Reporting Tool. Please select from one of the following options.

View Interactions New Interaction

Select either:

New Interaction

Tap on the New Interaction icon

New Interaction

Read the statement

Check the box to confirm

← Interaction Reporting

New Interaction Report

This application is for recording information relating to your venue that is required to be completed on a regular basis.

☒ I can confirm that the information submitted in this interaction report is accurate and based on the information available at the time of reporting.

START

To Start to proceed

Enter the Date

Time

Record Type, using the drop down list

Check whether a customer is known

Tap Next to continue

Enter customer description details

Name (If Known)

Drop boxes are available for use

Any other information for identification

Tap Next to continue

New Interaction

Date of Interaction
10/06/2022
Interaction Time
1:53 PM
Record Type
Venue staff training
Customer(s) known to the venue?
☒ YES ☐ NO

Customer Details

Name (If Known)
Bert
Description:
Gender
☒ Male ☐ Female
45-60
Under 5'
Medium
Black
Slim
Any other key identifying features
Yellow skin, hand stuck up backside

BACK NEXT

Interaction Details

Did you direct the customer to any responsible gambling information on the machine?
☒ YES ☐ NO
Did you ask the customer if they wanted to take a break from Gambling?
☒ YES ☐ NO
Did the customer take a break?
☐ YES ☒ NO
Did you talk to the customer about Self-Exclusion?
☒ YES ☐ NO
Was the customer asked if they wanted to receive details of any support organisations?
☐ YES - Took customer details and sent electronically
☐ YES - Gave them a leaflet
☒ NO - Customer declined further information
☐ NO - I did not ask
Did you offer or suggest anything else to support the customer?
☒ YES ☐ NO
Suggestion Details
I asked Ernie to hand his rubber ducky to me

Answer the Yes / No Questions

Check the appropriate support organisations box

Any further support offered to the customer?



Tap Next to continue

Interaction Details

What was the outcome of the interaction and what are the next steps?

Outcome Details

Ernie decided that Bert had best keep his duck

Any Further Comment

Not really, just filling space.

BACK

NEXT

III

<

Fill in the outcomes

And
Any Further Comments

Tap Next to continue

BACK

NEXT

III

<

Enter
Your Name
Username (manager)
Password (parkname1)

Signature

Staff Confirmation

Enter Your Name

Cookie Monster

Enter Staff Username

manager

Enter Staff Password

Please sign here

Cookie!!

Clear

BACK

SUBMIT

III

<

Tap Submit to finish



**This is the Anti-money laundering log.
It is used to record all incidents of stained notes, dyed
notes or foreign currency used / found within venue assets.**

Tap the AML Log icon



Select either:

View Incidents or New Incident

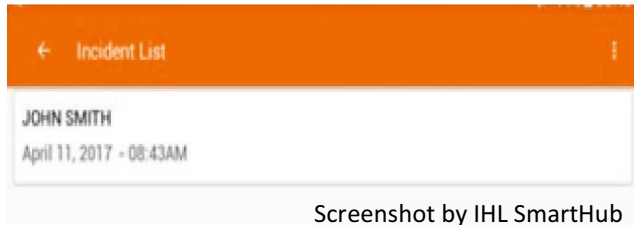


View Incidents

Tap on the View Incidents icon

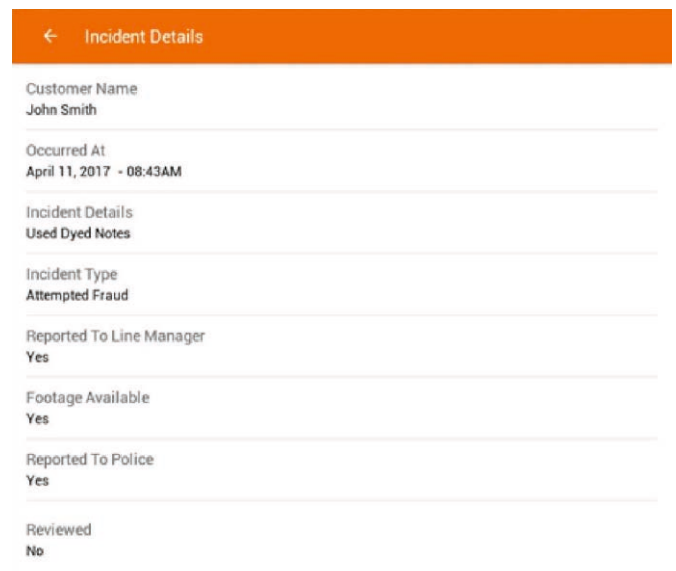
 View Incidents

Tap on the incident you wish to view



Screenshot by IHL SmartHub

This provides you with all additional incident information



Tap the AML Log icon



Select either:

View Incidents or New Incident



New Incident

Tap on the New Incident icon

New Incident

Read the declaration check the box to confirm that you agree

New Incident Report

ALL INCIDENTS OF STAINED NOTES, DYED NOTES OR FOREIGN CURRENCY TO THE VALUE OF £50 OR MORE MUST BE REPORTED

☒ I confirm that the information submitted in this incident is accurate and based on the information available to me at the time of reporting.

Tap Start to proceed

START

Fill in

Date

Time

Incident Type

New Incident

Date of Incident:

10/06/2022

Incident Time

2:55 PM

Incident Type

Venue Staff Training

BACK

NEXT

Tap Next to continue

New Incident

Customer Name

Ernie

Incident Details

Handed me a fake rubber duck

BACK

NEXT

Add the Customer Name

Details of the Incident

Tap Next to continue

New Incident

Incident Reported to Line Manager?

☒ YES ☐ NO

Reported Date

10/06/2022

Name of Line Manager

Cookie Monster

Has the Incident been reported?

When

Who to?

Tap Next to continue

New Incident

CCTV footage captured?
☒ YES ☐ NO
Captured Date
Captured By
Incident Reported to Police?
☒ YES ☐ NO
Crime Reference No.
Officer Name
Date Reported to Police

BACK

NEXT



State if CCTV has caught the

incident

Add date and who found the footage

State if the incident has been reported to Police

If Yes,

Provide Crime Reference, Officer
Name and date reported

BACK

NEXT



Tap Next to continue

Tap to select which asset the incident
involved

New Incident

Select Asset To Add Incident

Select the Asset from the list
Or

Tap the + to add new assets

Add Asset details here

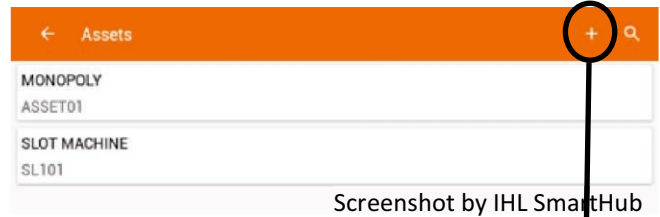
Tap Next to continue
Enter the details of Denominations
On this form

Then tap on Save

Enter your Name
Username (manager)
Password (parkname1)

Signature

Tap Submit to Finish



Screenshot by IHL SmartHub

Screenshot by IHL SmartHub



This app allows a digital log of age verification, allowing us to prove that we do challenge and operate a Think 25 Policy.

It is against the law for any under 18s to enter an over 18s Adults only area / premises. You MUST challenge any child or young person you suspect is either: Under 18 or appears under 25.

You MUST also record the details of the challenge.

Tap the AML Log icon

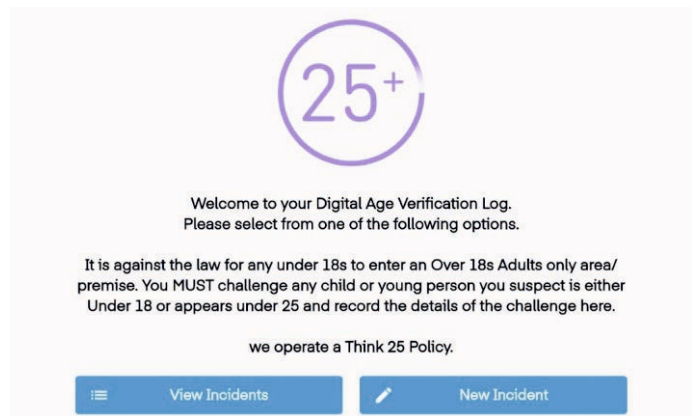


Select either:

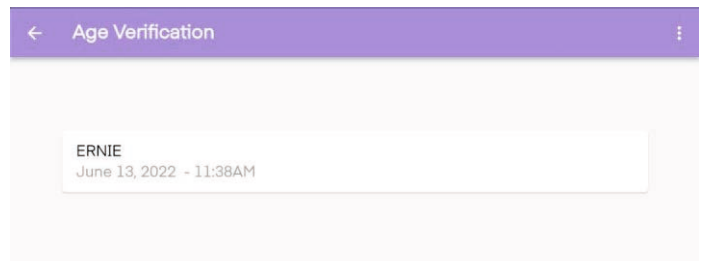
View Incidents or New Incident

View Incidents

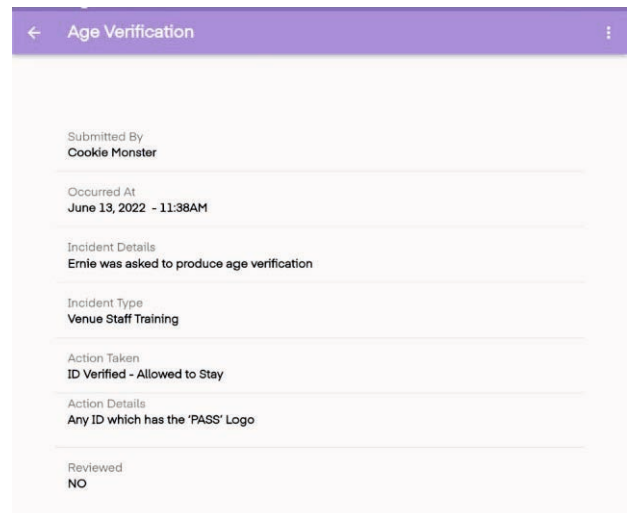
Tap on the View Incidents icon



Tap on the incident you wish to view



This provides you with all additional incident information



Tap the AML Log icon



Select either:

View Incidents or New Incident

View Incidents

Tap on the New Incident icon

Read the declaration

Check the box to agree

Tap Continue

Fill out the date

Time

Use the drop down list to select incident type

Tap Continue

Fill out Customer Name

Add a description of the incident

Tap Continue

A screenshot of a mobile app's 'Digital Age Verification Log' welcome screen. At the top, there is a purple circle containing the text '25+'. Below this, the text reads: 'Welcome to your Digital Age Verification Log. Please select from one of the following options.' A paragraph follows: 'It is against the law for any under 18s to enter an Over 18s Adults only area/ premise. You MUST challenge any child or young person you suspect is either Under 18 or appears under 25 and record the details of the challenge here.' Below this, it says 'we operate a Think 25 Policy.' At the bottom, there are two blue buttons: 'View Incidents' (with a list icon) and 'New Incident' (with a pencil icon).

A blue button with a white pencil icon and the text 'New Incident'.

A screenshot of a mobile app's 'New Incident Report' declaration screen. The title bar is purple with a back arrow and 'Age Verification'. The main text reads: 'New Incident Report' followed by 'ATTEMPTS BY CHILDREN OR YOUNG PERSON APPEARING UNDER 25 TO ENTER THE PREMISES MUST BE RECORDED.' Below this is a checkbox with a checkmark and the text: 'I can confirm that the information submitted in this incident report is accurate and based on the information available at the time of reporting.' At the bottom right is a blue 'CONTINUE' button.

A screenshot of a mobile app's incident details form. The title bar is purple with a back arrow and 'Age Verification'. The form has three fields: 'Date of Incident' with the value '13/06/2022', 'Incident Time' with the value '11:38', and 'Venue Staff Training' with a dropdown arrow.

A blue button with the text 'CONTINUE'.

A screenshot of a mobile app's customer name and description form. The title bar is purple with a back arrow and 'Age Verification'. The form has two fields: 'Customer Name' with the value 'Ernie' and a text area for the description containing the text 'Ernie was asked to produce age verification'.

A blue button with the text 'CONTINUE'.

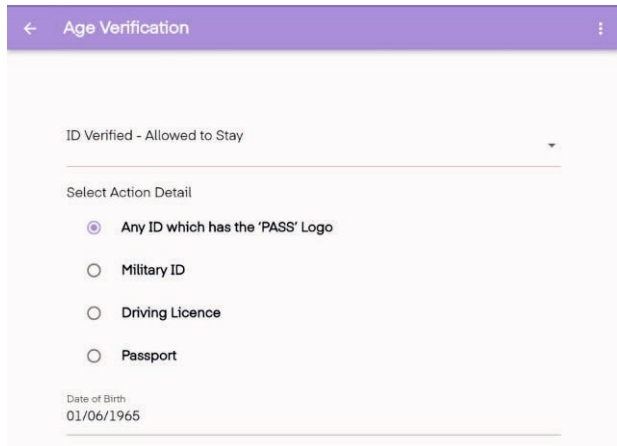
Select the outcome from the drop down list

Select any action details

Add Date of Birth if required

Tap Continue

CONTINUE

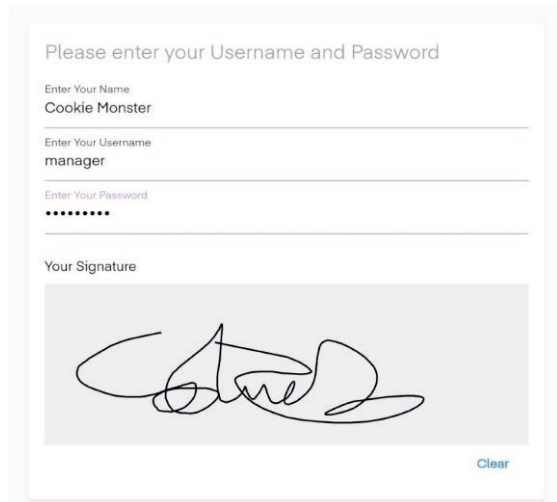


Enter your name

Username (manager)

Password (parkname1)

Signature



Tap Confirm AV Log

CONFIRM AV Log

PARK HOLIDAYS

