DR Gaming Technology™
drCage Basic Operation Training

DRGT™ Training Contents

drCage – Basic Operation Training

- Accessing drCage

- Opening a Shift

- Float Issue

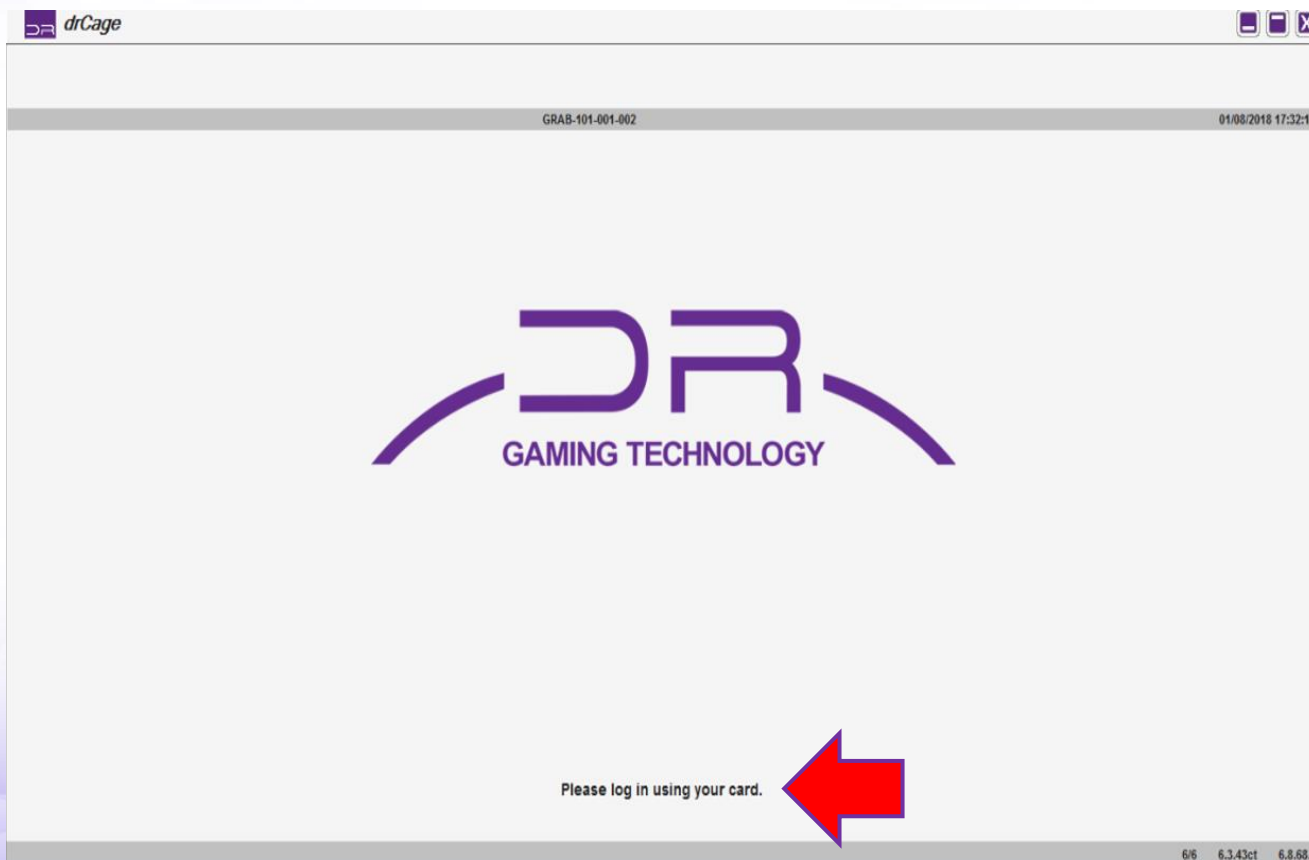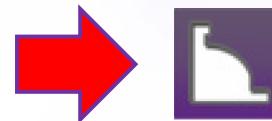- drCage Transactions

- Closing a Shift

- Card Operations

DRGT™ Accessing drCage

- Look for the drCage Icon to launch the drCage application.

- Once launched you will see the following screen requesting you to log in with your staff card.

- Insert the required staff card which will then display icons based on your access granted.

DRGT™ Opening a Shift

- The drCage Shift cannot be opened/closed by only a Cashier card

- A Shift Manager and Cashier card combined is required to access the "Shift Icon" and open a shift
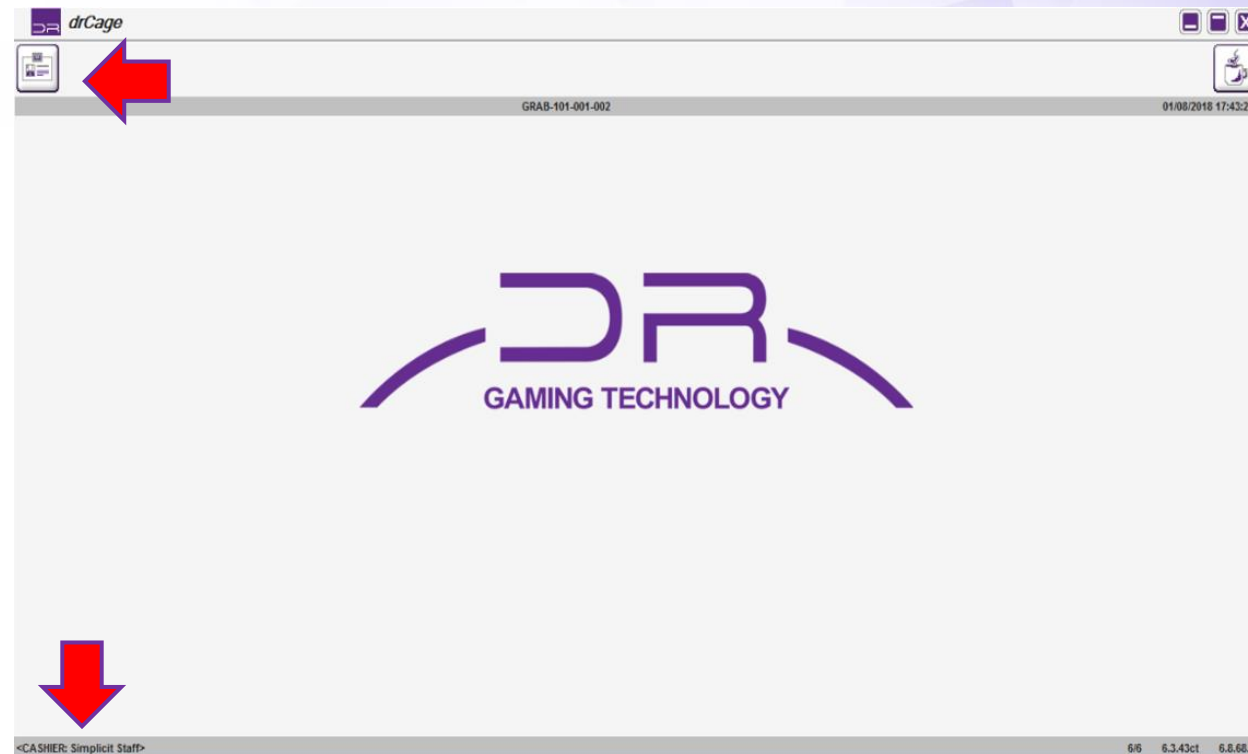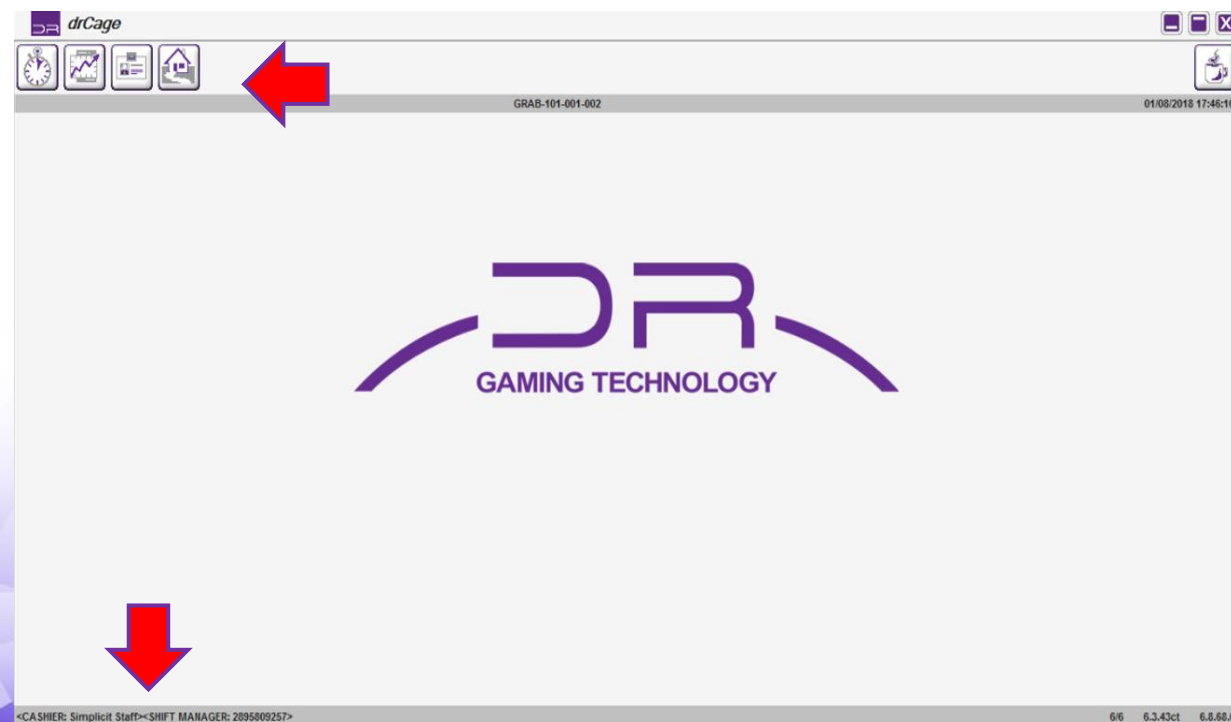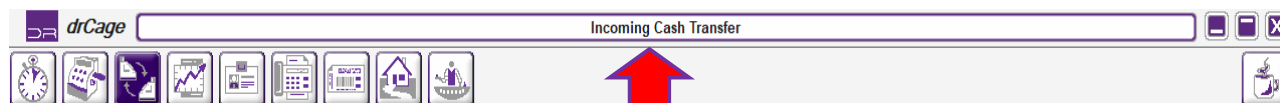
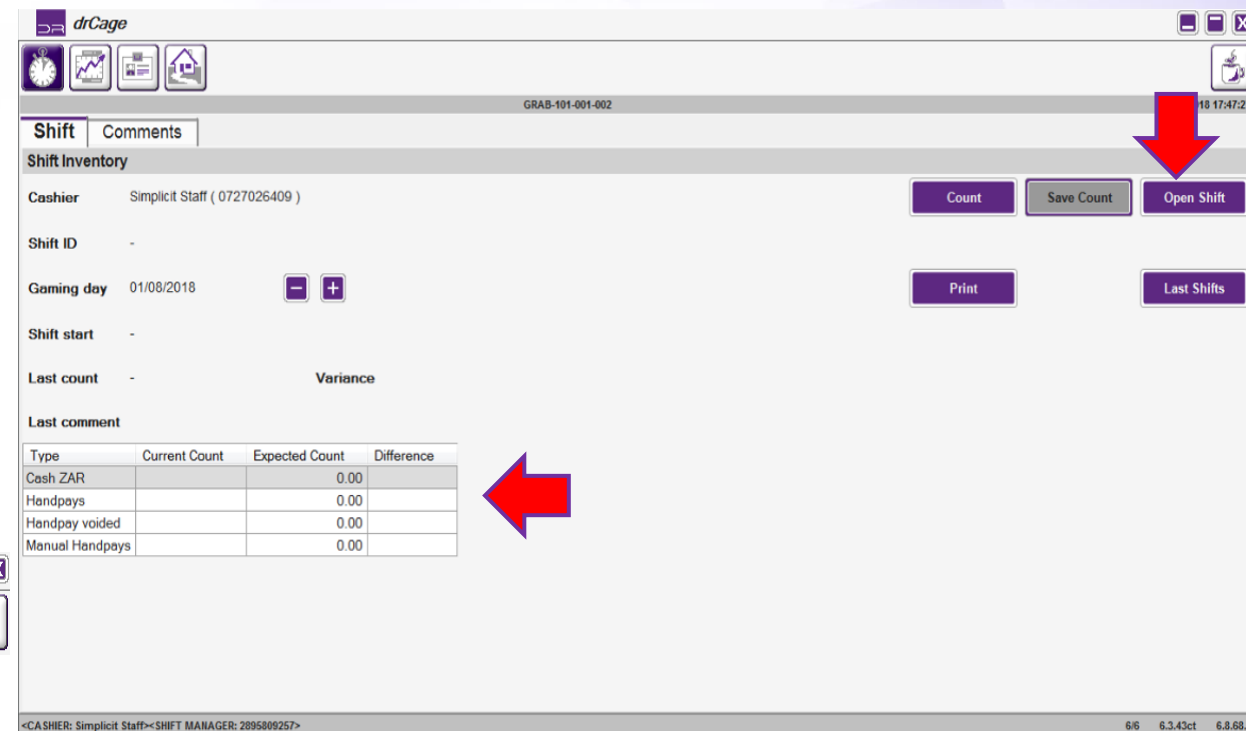# DRGT™ Opening a Shift

- Click on the "Shift" icon.

- Click on "Open Shift" – No count is needed as your float will be sent from the vault.

- Your Opening Float expected count will be "0"

- Once the Vault has transferred a float to the Cash Desk, there will be a notification flashing on top of the screen.

- Click on the "Inter Cashdesk Transfer" icon.

- This will show you the Pending Transfers.

DRGT™ Opening a Shift

- Under the 'Incoming Cash Transfer' Tab, you will see the float sent from the Vault with the Totals.

- Click on the [→] icon to view the details and click on "OK" after you have verified your physical float received.

- To verify your new float balance, insert a Shift Manager Card together with the Cashier card to view the Shift Overview.

- Your float is now updated and you are ready for doing transactions.

DRGT™ drCage – FIC Day Card

- **Loading a New Day Card with the customers details**

- Insert the new Day Card.

- drCage will ask to format the card for us, click on "OK".

- Once formatted the relevant icons will enable and you will see next to the "Eject" button "Anonymous account" click on the "Cards" icon on the top left.

- You will see account holder details page open
- Always click the "Clear" button first as there may be information from the previous customer there.

DRGT™ drCage – FIC Day Card

- **Loading The customer's details**

- First input the Identification number to ensure the customer is not a Gold or Black Gold member.

- Add in the Date of Birth, Full First name, Surname, ID document # and ensure the card level is on "Day Card"

- In the case where a Driver's license or Passport is given that has an expiry date, input the expiry date just below the ID Document #

- The click "Save"

- Double click on the "Photo" Icon and the following screen will display.

- Click "Select Photo" and upload the ID document that has been scanned onto the PC

- Once loaded and you are happy that it is clear click "OK"

drAccounting • drTicket • drCashless • drPlayerTracking • drWideArea • drTableManagement • drBonusing • drJackpots • drReports • drScreen • drTournament • drWAP

DRGT™ drCage – FIC Day Card

- **<u>Adding the day card to the profile</u>**

- Click the "Add card" button

- You will see the card number appear at the bottom, the card has now been added to that customers "Profile"

- Once added, the photo clear and all details added go back to the cash desk screen.

- Once you go back to the cash desk screen you will see in the top left, the name of the customer appearing.
- You may now continue with the deposit and issue the card to the customer.

DRGT™ drCage – FIC Day Card

- **<u>Customer previously registered on Day card</u>**

- If the customer has given their details before for a day card, ask them for their ID document #

- Input the number and click "Search" you will see another window pops up with a list of customer's

- You can double click the relevant customer, or select it and Click on OK.

- You will confirm all the details with the customer and check the photo to ensure it is the same person.

- Once confirmed click " Add card" and return to the cash desk screen

- Please ensure that they are not a current Gold or Black Gold member, if this is the case they must request another card from DR Member.

DRGT™ drCage Transactions

Loading a New Day Card with Cash

- Once the customer details have been loaded on the card and the name appears in the top left, the deposit may be received and loaded on the Day card

- The Day Cards require a refundable "Deposit" when issuing the card.

- To complete the transaction the Incoming "Cash" (Money From the Customer) should **match** the Outgoing "Card (Cash)" (Money to Card) sections.

- When this is the case the "OK" button is enabled, once clicked on the "OK" you will see a verification pop-up.

- Verify your transaction in the "Card Transaction History" tab.

DRGT™ drCage Transactions

Loading a Card with Cash

- Whilst in the Transaction screen, insert the players card.
- Incoming – Click on "Cash" and enter the amount of cash provided by the customer
- Outgoing – Click on "Card (Cash)" and verify the amount.
- When this is the case the "OK" button is enabled, once clicked on the "OK" you will see a verification pop-up.
- Verify your transaction in the "Card Transaction History" tab.
- Hand over the **card** to the customer.

Removing Cash from a Card

- Whilst in the Transaction screen, insert the players card.
- Incoming – Click on "Card (Cash)" " and enter the amount of cash provided by the customer
- Outgoing – Click on "Cash" and verify the amount.
- When this is the case the "OK" button is enabled, once clicked on the "OK" you will see a verification pop-up.
- Verify your transaction in the "Card Transaction History" tab.
- Hand over the **card and cash** to the customer.

DRGT™ drCage Transactions

Redeeming a Day Card

- To Redeem means to remove <u>ALL</u> value and return it to the customer along with the Deposit if a Deposit was charged.

- Click on the "Cash Register" icon.

- Insert the Day Card that the customer would like to redeem.

- Verify that the customer picture that appears is in fact the customer

- View the available balances and click on "Redeem".

- Incoming will VOID (remove) all values.

- Outgoing will be Cash and the amount paid to the customer in cash should include the Deposit.

- Verify all amount and click on "OK".

- The card can be reused but will need to be formatted again before use.

DRGT™ drCage Transactions

Handpay Transactions

- When a Handpay is available there will be a notification flashing on top of the screen.
- Click on the Handpay icon to view the available Handpays.

- Once the customer, amount and machine has been verified click on the matching Handpay. The "Pay" icon will then enable.
- Clicking on the "Pay" icon will open the "Transaction Screen" with the Handpay populated on Incoming.
- On Outgoing select Card(Cash) to load the Handpay value to the players card.
- Click "OK" to complete the transaction.

DRGT™ Closing a Shift

- To close the shift your float needs to be transferred back to the Vault first.

- Count and verify your float, then click on the "Transfer" icon.

- Select the "Outgoing Cash Transfer" tab and click on "Cash"

- Enter the amount of each denomination, click on "Ok"

- Verify your amounts are correct and select the Vault as you target Cash Desk, click on "OK".

- A verification will appear with the amount, click "OK" to confirm.

DRGT™ Closing a Shift

- The drCage Shift cannot be opened/closed by only a Cashier card.

- A Shift Manager and Cashier card combined is required to access the "Shift Icon" and open a shift.

- Click on the "Shift" icon to access the shift overview.

- Click on "Close Shift" to close the shift.

- The new shift can now be opened for the next staff member.

DRGT™ drCage Operations

Locking/Unlocking a Card

- To Lock/Unlock a card Click on the "Cards" icon.

- Select the "Card Operations" tab.

- Enter the card number in the Search field or insert the card if you have it, and click on "Request".

- Under the Lock heading enter any number, then click on "Lock/Unlock" to complete the action.

- Verify the status next to the card number.

DRGT™ drCage Operations

Transferring a Card

- Transferring a card will move all the card balances to a new card.
- Select the "Card Operations" tab.
- Enter the card number in the Search field and click on "Request".

- Verify the correct details and note the balances.
- Click on "Transfer" and insert a **NEW** card.
- Once transfer is completed please verify the balances.
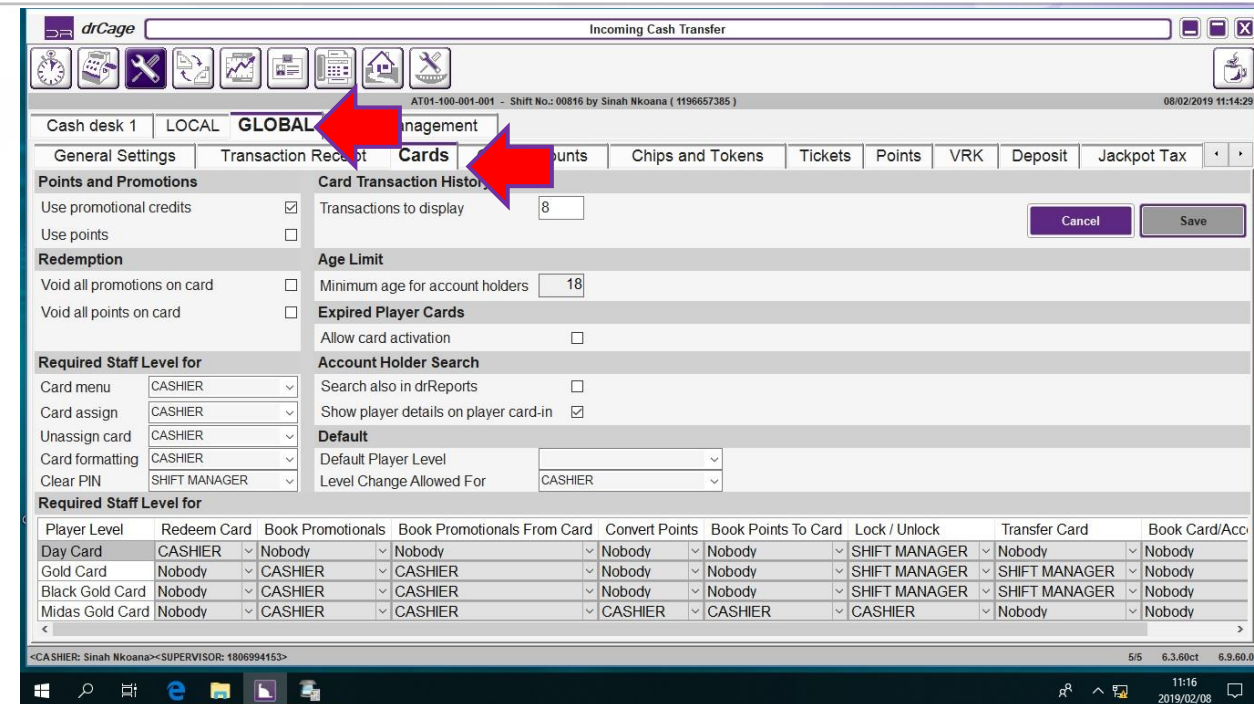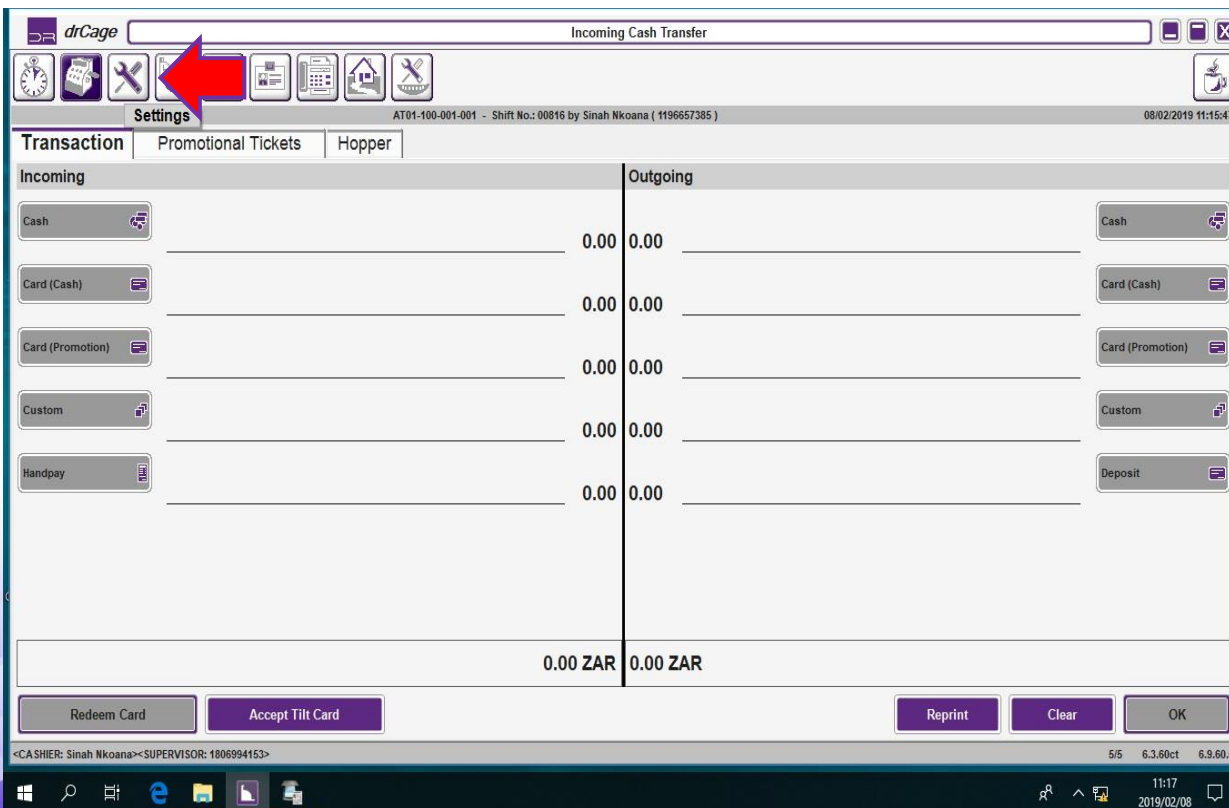
DRGT™ Supervisor Settings

Supervisor settings

- Insert the Supervisor card in the cash desk
- Click on the "settings" button

- Click on the "Global" button
- Then click on the "Cards" Tab
- You will then see the screen as per above

DRGT™ Supervisor Settings

Supervisor settings

- Under the heading "Default" change the "Default Player Level" to day card
- Change the "Level change allowed for" to shift Manager
- The click "Save" to save the information, you might have to close the cash desk application for them to take effect.

Keynote to Remember

- Customers with a Gold card will not be able to register for a day card.
- If this is done it changes the customers profile to a day card, meaning they will not earn points
- If a member would like an additional Gold card to perhaps play 2 machines, this will be issued from the DR Member database.
- Cashier station is only for the register for Day cards for those customers not on our membership database.
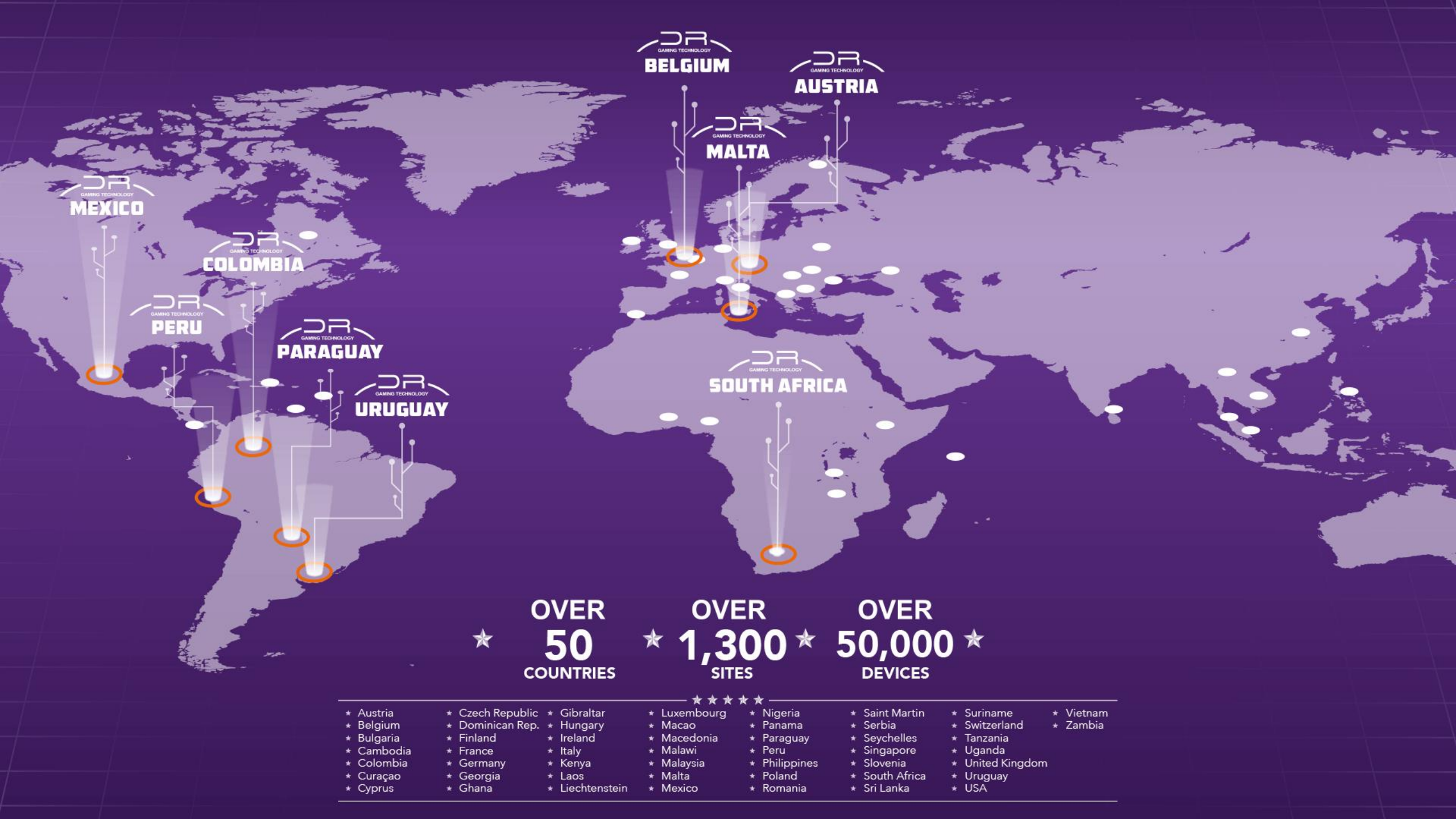
Please remember to sign the training attendance register.

Thank you!!

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