

Sonoma Player Rewards System  
User Guide Chapter

## “Drawing Tickets”

**Overview:** Sonoma now has the ability to issue drawing tickets to players for pre-setup “Drawings” through 4 different methods. *Instant Tickets* are used to print a ticket for every player currently swiped in with a live rating in Sonoma. *Earned Tickets* are printed for players as they accumulate time for pre-selected games and the quantity issued can be adjusted based on the player’s average bet. *Coupon Tickets* are printed when a player redeems a coupon that has been sent to them. Finally, *Event Tickets* are printed for each player who is recorded as attending a specific “Event” that has been setup inside of Sonoma.

**Drawing Setup:** To set up Drawings and how the tickets will be printed with Sonoma first go to System Setup | Options | Setup Drawings. You will see the screen below:

The screenshot shows the 'Drawing Event Setup' window. On the left, under 'Choose Drawing:', there is a list of existing drawings: 'Tailgate Drawings 08/22/07', 'XMas Promo 12/01/05', and 'Turkey Giveaway 11/01/05'. Below this list, the 'Drawing Name:' field is set to 'Tailgate Drawings', the 'Start Date:' is '08/22/07', and the 'Active' checkbox is checked. At the bottom left are 'Save', 'Clear', and 'Close' buttons. The main area has several tabs: 'INSTANT TICKET Setup', 'Earned Ticket Setup', 'Coupon Ticket Setup', 'Tickets For Events', and 'Ticket Summary'. The 'INSTANT TICKET Setup' tab is selected, showing 'Customer Limit:' and 'Limit Type:' fields. A yellow callout box with an arrow points to the 'Limit Type:' field, containing the text 'No List of Drawings that have been setup'. A 'Figure 1' label is in the bottom right corner.

The left portion of the screen lists the drawings that have been inputted into the system already. Each Drawing has just three fields that need to be defined before it can be saved, they are:

**Drawing Name:** Descriptive title given to the drawing event to be used

**Start Date:** The earliest that tickets will be issued for this drawing

**Active:** Yes or no field telling the system whether or not Drawing is still used

To create a new Drawing, click the *Clear* button, enter the information for the above 3 fields and then click the *Save* button.

A drawing that is no longer in used should have the Active field unchecked and saved again to remove it from the Drawing Center screen used to issue tickets.

The 5 tabs on the right of the above screen are used for setting up the 4 different ways to issue tickets for this drawing and to list a summary of the tickets that have been generated.

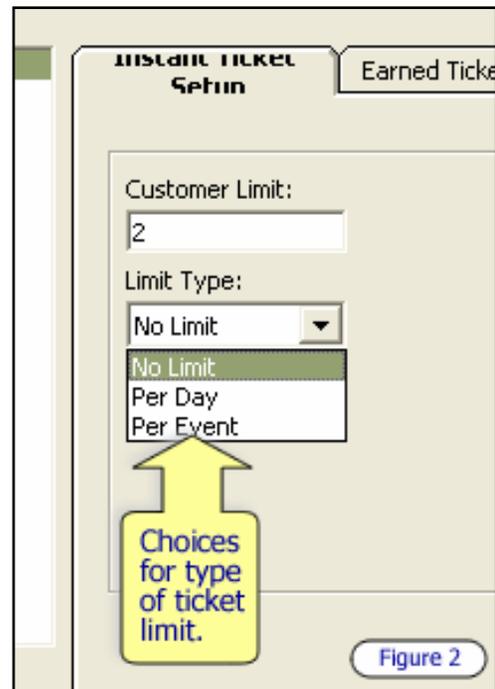
### **Instant Tickets:**

The default type of tickets that are printed for Drawings are the *Instant Tickets* so the information saved for this portion of the drawing stored at the same time you save the basic information for the drawing.

If you don't enter any information in the *Customer Limit* or *Limit Type* fields there will be no restrictions on the number of times a player will have an Instant Ticket generated for them for each type of drawing.

If you enter a number into the *Customer Limit* field then the each player will only be allowed to have that many tickets printed for them per the period chosen in the *Limit Type* field which is either Per Day or Per Drawing Event.

After making your selections here, use the same *Save* button used for the basic Drawing information.



### **Earned Tickets:**

Each Drawing can also issue tickets based on a customer's play during a predefined period of time. *Earned Components* are setup that determine a date and time range, a list of applicable games, and ranges of Average Bet that all determine how many tickets each player will earn.

To create an *Earned Component* for a Drawing first choose the Drawing under the list of Drawings on the left side of the Drawing Setup screen. Then click the *Earned Ticket Setup* tab. As shown in Figure 3, you will now see a list of *Earned Components* for this Drawing.

To edit an existing component select it from the list by double clicking on it or create a new one by clicking the *Clear Earned Component* button. Next enter information for the

following fields and then click the *Save Earned Component* button. There is no limit to the number of components that can be setup for each Drawing.

- Component ID:* Assigned by Sonoma, proved a unique identifier for each
- Name:* Title to describe the individual component
- Start Date:* Defines the start of the period where tickets are earned
- End Date:* Marks the end of the period tickets are earned
- Period Minutes:* Defines in minutes how long each block of time is that triggers the next ticket quantity to be earned
- Games:* Select the games that apply to each component by checking the box next to them
- Group AB Lo:* The minimum Average Bet for this range
- Group AB Hi:* The highest average bet used for this range
- Group Tkts/Per:* The number of tickets that are generated for each block of time for players in this average bet range

To delete a component from the Drawing then select it in the list of components and click the *Delete Earned Component* button.

### Coupon Tickets:

Figure 4 shows the screen that is used to setup the tickets that will be generated by coupon for each Drawing. To edit or create new Coupons for a drawing first select the Drawing from the list on the left side of the screen and then click the *Coupon Ticket*

Setup tab. Choose an existing coupon from the list or start a new one by clicking the *Clear Coupon* button.

The screenshot shows a web application interface for 'Coupon Ticket Setup'. At the top, there are tabs for 'Instant Ticket Setup', 'Earned Ticket Setup', 'Coupon Ticket Setup' (which is active), and 'Tickets For Events'. Below the tabs is a 'Choose Coupon' section with a list box containing 'Tailgate Coupons (08/22/07 - 08/24/07)'. To the right of this list is a yellow callout box that says 'Up to 5 tiers for different quantities of ticket to be issued'. Below the list box are input fields for 'Coupon ID:' (value: 1), 'Name:' (value: Tailgate Coupons), 'Start Date:' (value: 8/22/2007), and 'End Date:' (value: 8/24/2007). A yellow callout box with an upward arrow points to these fields, saying 'Basic fields for each coupon'. To the right of these fields is a table for defining tiers:

	Name:	BarCode:	Tkts To Give
Tier 1:	Tier A	000999	5
2:	Tier B	000888	2
3:	Tier C	000777	1
4:			0
5:			0

At the bottom of the form are three buttons: 'Save Coupon', 'Clear Coupon', and 'Delete Coupon'. A 'Figure 4' label is in the bottom right corner.

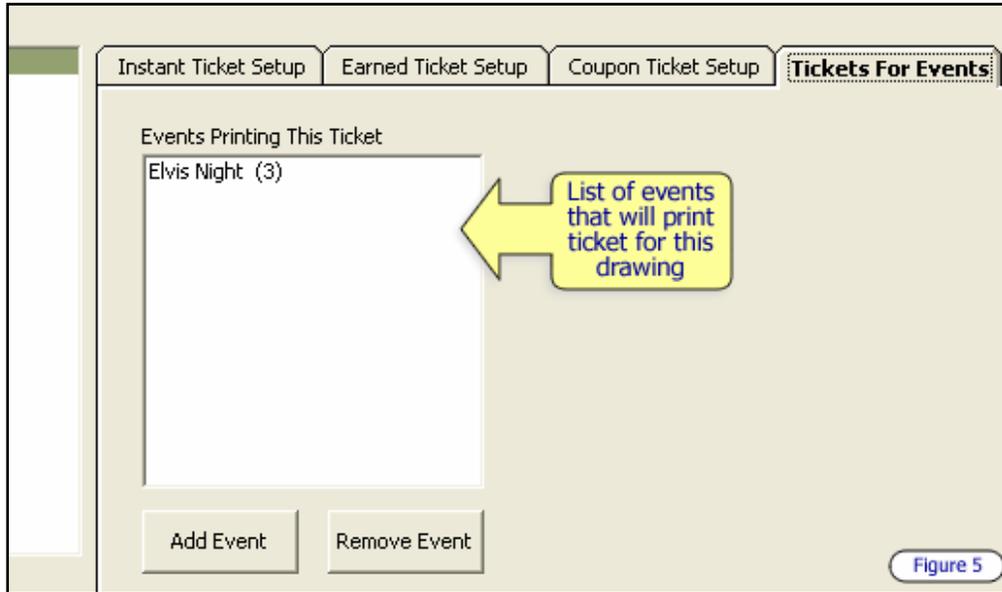
Each coupon setup for a drawing can have multiple tiers associated with them so that the same coupon promotion can issue players different numbers of tickets depending on which tier of coupon was sent to them. For each coupon that is setup in the system, the following information needs to be completed:

- Coupon ID:* Unique identifier assigned by Sonoma
- Name:* Name give to coupon to identify later when redeeming
- Start Date:* Beginning of period where tickets can be issued for coupon
- End Date:* Finish day of period where tickets can be issued for coupon
- Tier Name:* Name for this level of the coupon
- Tier BarCode:* Code to used redeem coupon if barcode printed on them
- Tier Tkts To Give:* Quantity of tickets given to player presenting this tier of Coupon

Once the information for the coupon is entered in then click the *Save Coupon* button to store it with this drawing. To remove a coupon from the drawing, select it from the list and then click the *Delete Coupon* button.

## Event Drawing Tickets:

Sonoma can also be setup so that a tickets for a Drawing can be generated when a player is swiped into a Casino Event using the Event Swiper screen in Sonoma. Figure 5 shows the portion of the setup screen that is used to set this up.



When a Drawing is selected from the list on the left side of the main Drawing Setup screen the above box will list all of the events that have been assigned to print tickets for this drawing. Each *Event* in the system can only be assigned a single Drawing to print tickets for.

Click the *Add Event* button to choose another *Event* to add to the list. Doing so will pop up the box shown in Figure 6 that allows you to choose the name of the *Event* to add and

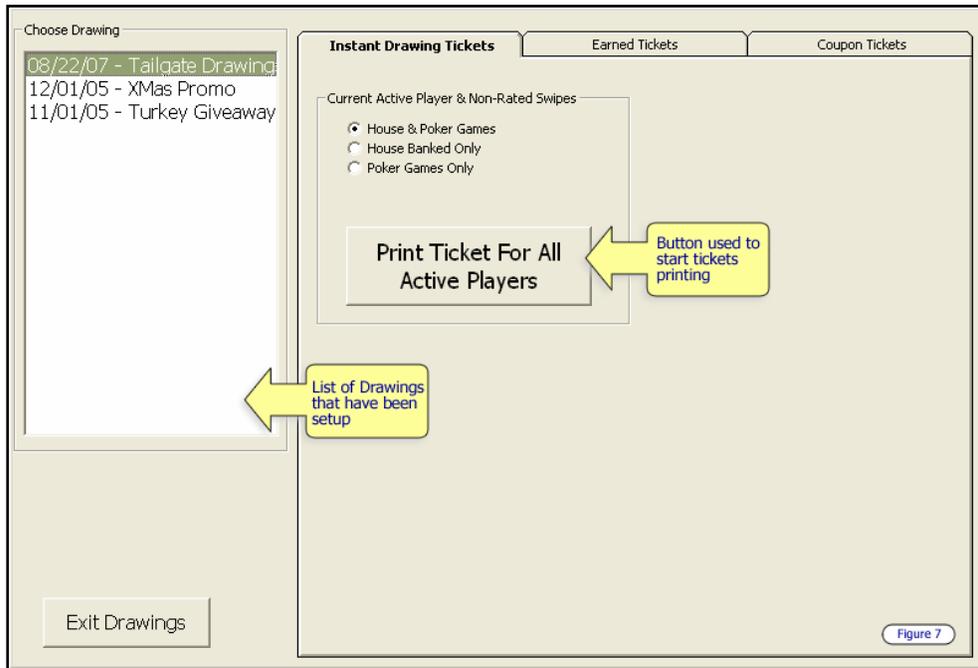


how many tickets should be printed for each player when they are swiped into that event. The number selected will be shown in parenthesis in the list as seen in Figure 5.

An *Event* can be removed from the list by selecting it with the mouse and then clicking the *Remove Event* button.

## **Issuing Instant Tickets:**

While Event Drawing Tickets are printed out by Sonoma in the Event Swiper screen the rest of the ticket methods are printed out by using the Print Drawing function in Sonoma's Pit Manager screen. This screen appears in Figure 7



To begin printing tickets start by selecting with the mouse the Drawing you are looking for in the list on the left. The first tab, *Instant Drawing Tickets* is used to print a ticket for all players who currently have an active rating in progress. The tickets printed can be restricted to players who are swiped in for House Banked Games only, Poker Games only, or for players with either type of rating.

If a Customer Limit is set for the selected Drawing then player who have exceeded the limit for the defined period will be omitted from the tickets that are generated.

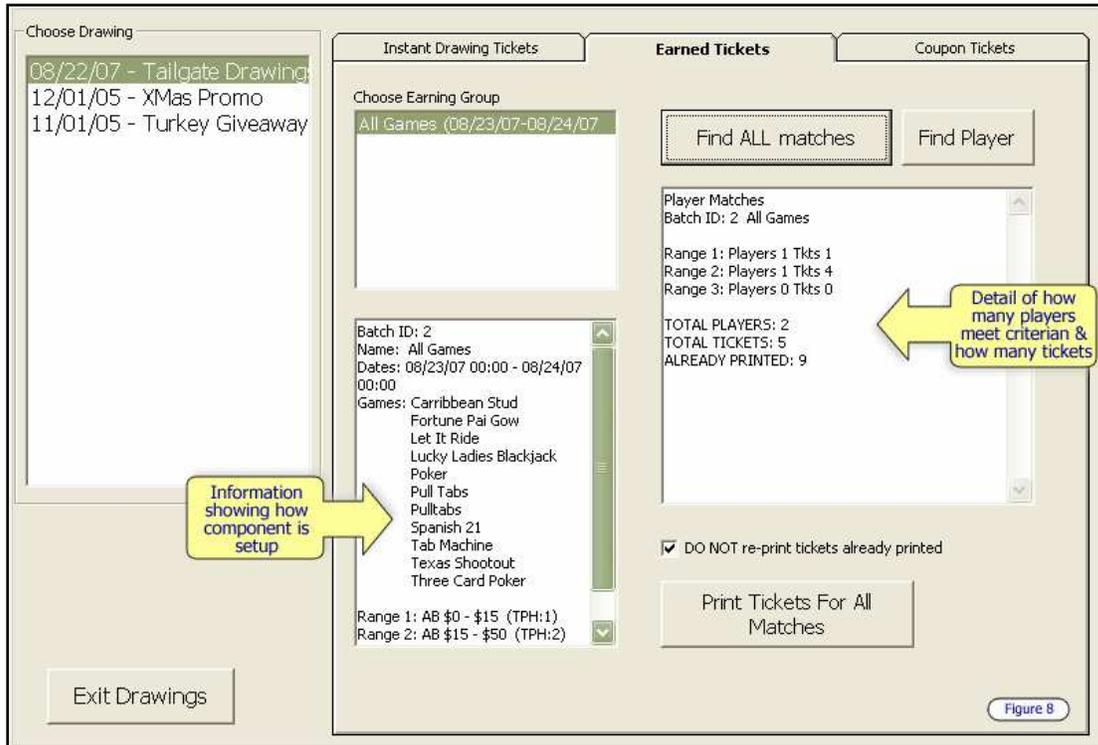
Sonoma can also print tickets for players who do not currently have an active rating slip but are members of the Sonoma Player's club. This is done by swiping in their card into the Pit Station after clicking the *Action Menu* button and then the *Non Rated Player* button. Players entered through this method will have a single ticket printed the next time that the *Print Ticket For All Active Players* button is clicked.

## **Issuing Earned Tickets:**

When you are ready to generate and print the tickets for the Earned Component of a Drawing then select *Earned Component* tab after selecting the Drawing from the main list on the left. Then choose individual *Earned Component* from the available list.

Sonoma will now display the criteria that was used to set up this component in the text box below the list.

To check and see how many players fit the criteria and how many tickets have been earned and either need to be printed or have been printed so far click the *Find ALL Matches* button. As seen in Figure 8, the display box will show how many players



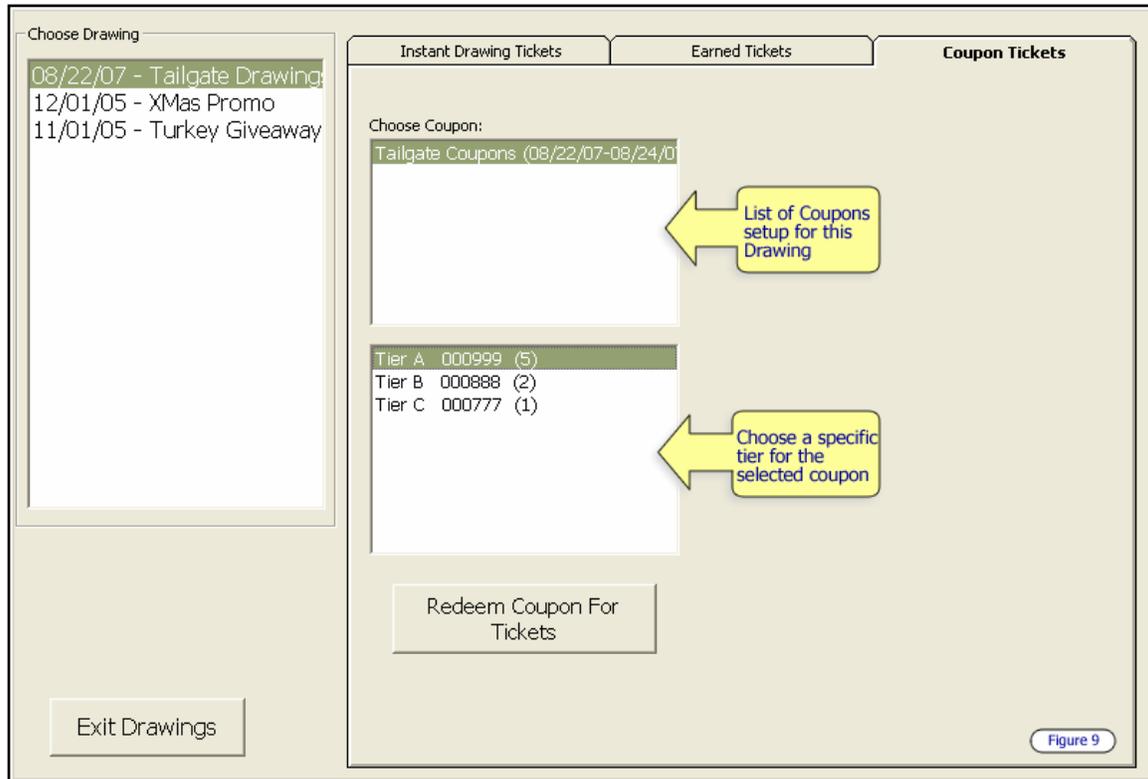
fit each range and how many tickets have been earned for each range. Below that you will see the total number of players for the component and total number of tickets that have been earned. Then next number displays how many of these tickets have already been printed.

To issue these tickets click the *Print Tickets For All Matches* button and they will be dispensed from the appropriate receipt printer. If the *DO NOT re-print tickets already printed* button is checked then only the tickets earned but not yet printed will be generated again. This is the default setting. If it is not checked then a complete new set of tickets will be printed. The latter method should only be used if all previous tickets are being discarded and the casino wants to start from scratch for this component.

At any time this screen can be used to check the status for an individual player for a single *Earned Component* of the selected drawing. Click the *Find Player* button and enter the players card number. Sonoma will now show exactly how many tickets that specific player has earned for this part of the drawing. No tickets can be printed for a single player at a time.

## Issuing Coupon Tickets:

To print drawing tickets for Coupons redeemed click the *Coupon Tickets* tab and then select the predefined Coupon as seen in Figure 9 below:



When a player presents their coupon for ticket redemption click the Tier name for the coupon they received then click the *Redeem Coupon For Tickets* button and swipe the players card. The correct number of tickets assigned to this tier will now be generated with the receipt printer. You can see the number of tickets for each Tier in parenthesis next to the Tier Name.

A player will only be allowed to have tickets printed for a coupon one time. Sonoma will display an on screen message notifying the user if tickets for the same coupon are attempted after the initial printing.