

# Sonoma Chapters

## The Pit Station

The Pit Station is the main screen where data is collected about each player's gaming activity. It is where rating are created, edited, and closed. It is also where cash drops are recorded, headcounts are tallied, and poker games are changed. This is the main screen that appears on computers located in each pit.

Because the Sonoma pit computers use a touch screen as the main method of input rather than a keyboard and mouse, the screen is more graphical in nature as compared to the Customer Account screen. This allows easier on-screen choices.

If users are authorized to use or view the Pit Station, it does not necessarily mean that they can perform all functions on this screen. There are a number of separate user authorization levels for the Pit Station. For a complete listing of all Sonoma's authorization levels see Appendix B Pg 59.

The initial view of the Pit Station has two main areas surrounded by various command buttons. The two main areas are the list of Active Rating Slips and the Rating Slip Detail.

### Rating Slips

Each time a player begins table game play a record is started that track all the pertinent information for that activity. The record is called a "Rating Slip" and Sonoma tracks this electronically without the need for a paper or manual copy.

To see the detail for a specific rating slip displayed on the right hand side of the screen simply touch or click the desired rating in the list of Active Slips. The Rating Slip Detail area will now be filled in the with the data from the selected rating.



Figure 1

The list of Active Rating Slips can show all the active ratings currently open in the casino or it can be restricted by either a specific Pit or specific Table. To select which ratings to view use the two upper left most buttons that will either say "All Pits" / "All Tables" or will show which Pit or Table is selected (see figure 1). Touching either button will drop down a list of the choices available, touch a particular Pit or Table button and now the Active Rating List will show just the ratings for your selection.

## Rating Slip Detail

Each Rating Slip is separated into 5 different sections, Player Information, Rating, History, Traits, and Denoms. The Player Information section is at the top of the Rating Slip Detail area while the other four sections are separated by tabs on the bottom of the area. You can switch between the four sections below by clicking on or touching the desired tab. Below is a description of each of the five sections and the information that they contain:

### Player Information

**Card Number:** Shows the customer's card number as it is encoded on the back of the player's club card

**Player Name:** Last name first, then first name and middle initial. If they have a nickname or "preferred" name stored in their account then it is shown in parenthesis after their real name.

**Points:** How many player's club points they have accumulated prior to the current rating slip.

**Visits:** Displays how many different days they have had a rating slip recorded and previous cash dropped for the current day.

**Messages:** If the player has any status messages they are shown here along with the name of the first initial and last name of the employee who entered it and what date. If the player has any detailed notes stored on their account a message will be displayed here that says "HAS NOTES".

Notes can then be displayed or new Notes added by clicking the blue *Notes* button. New messages can be added to this account (with security permission) by clicking or touching the blue *Messages* button.

Card Number	388003		
Player Name	Craftton, Ricky M		
Points / Visits	16,576	2-Earlier\$:	0
Messages	Bad Address G. Smith 4/20/07		
Notes			

Figure 2

### Rating

**Table:** The abbreviated name of the table played at

**Seat:** The number of the seat they are sitting in

**Start Time:** The specific time this rating slip started

**Stop Time:** While rating is open, this is the current time, the length of duration of the rating slip can be seen below

**Avg Bet:** The currently recorded average bet for this rating slip, in normal mode only the most recent when closed is relevant

**Adjust Points:** Number of points added to this rating slip for non play. Adjustments require a reason to be recorded as well.

**Cash In:** The amount of cash dropped during this rating slip

**Came With:** The amount of chips brought to the table

**Total In:** Reflects the amount of Cash In + Money Plays if they are used, does not include came with or walk with for open ratings, those become Cheques In or Out once the rating is closed

**Walk With:** The amount of chips or Cheques that left the table during the play covered by this rating.

Rating	History	Traits	Denoms
Table	LLBJ-2	Seat	6
Start Time	08:39	Stop Time	09:55
		1:16	
Avg Bet	100	Adjust Pts	0
Cash In	500		
Came With	300		
Total In	500		
Walk With	0		

Figure 3

In addition to the above fields if Sonoma is storing player pictures they are displayed in this section as well. The command buttons for Closing and Moving rating slips are here too.

### History

This section shows a summary of the customer's play history prior to this current rating slip and the most recent rewards that have been issued to them. It is divided into 4 time periods, Today, Month To Date (MTD), Year To Date (YTD), and Lifetime. The first 3 are initially viewable and the scroll bar at the bottom of the section to slide the grid over. The following fields are displayed for each time period:

**Time Played:** Total duration of casino play in hours and minutes

**Avg Bet:** Time weighted average of the player's average bet, does not include Poker play

**Theo Loss:** Total theoretical loss for the player. It is calculated by summing up the average bet times the duration times the specified casino advantage for the game played of all their rating slips

**Actual Win / Loss:** Sum of the Cash In plus Money Plays plus chips "Came With" minus chips "Walked With" for all the rating slips in the period

**Points Earned:** Total number of points earned through casino play for the period. Based on theoretical, ARC, and points multiplier.

**Points Adjust:** Total number of points "Given" to this player aside from rated play. Includes adjustments, Awards, and Tag related points

**# Ratings:** Total number of Rating Slips for this player for the particular period

**# Days Rated:** The number of different days this player has had at least one rating slip

**Cheques Out:** Only for the Today period, total number of Cheques Out the player is for the property

**Pit Cheques Out:** Also only for Today, total of Cheques Out for the player for the pit they are in now

**10 Most Recent Rewards:** In reverse order by date, will show the 10 most recent Rewards the player has used their points to redeem for

### Traits

This section of the Rating Slip Detail will show any recorded Physical Traits that have been recorded about this player as well as a general comment that comes from the same area of the Customer Account screen. Traits can be added from here as well by pressing the *Add Trait* button that will display the list of available pre-programmed choices.

	Today	MTD	YTD
Time Played	16:34	16:34	16:34
Avg Bet	50	50	50
Theo Loss	-1656	-1656	-1656
Actual Win/Loss	-600	-600	-600
Points Earned	16562	16562	16562
Points Adjust	7	14	14
# Ratings	1	1	1
# Days Rated	1	2	2
Cheques Out	0	***	***
Pit Cheques Out	0	***	***

10 Most Recent Rewards  
04/20/07 10:09 3500Pts- Meal Certificate

Figure 4

Comments:

Age - 36-50  
Hair Color - Brown  
Build - Thin  
Gender - M  
Height - 5 - 5/6  
Race - Caucasian

Add Trait

Figure 5

## Denoms

If Sonoma is being used to record the specific denominations of chips that the player brings and leaves the table with then this is the section to see and record that break down. The top half of the section shows the detail for the current player with separate Came With and Walk With columns broken down by 500, 100, 25, and 5 dollar chip values with a total for each column at the bottom.

These fields are updated by touching the specific box you would like to change, waiting for the numeric input box to pop up and then pressing the desired amount. Each time a number is selected for a field it is added to the current total already in that field, it does not replace the current value.

The bottom half of this section is used to display the total value of came with for all the Rated Players at the same table as this rating but does not include the selected rating. If no rating is currently selected and this section is viewed then it will show the total by chip value for all the ratings currently open at the selected table. This can help a supervisor determine a specific player's walk with by comparing what is shown here to the rack on the table.

The screenshot shows a software interface with four tabs: Rating, History, Traits, and Denoms. The Denoms tab is active, displaying two columns: 'Came With' and 'Walk With'. Each column has input boxes for denominations 500, 100, 25, and 5, and a 'Total' row. The 'Came With' column shows a total of 350, while the 'Walk With' column shows a total of 0. Below this is a section titled 'Table Came With (Excluding current rating)' with a similar layout, showing a total of 200.

	Came With	Walk With
500	0	0
100	300	0
25	50	0
5	0	0
Total	350	0

	Table Came With (Excluding current rating)
500	0
100	0
25	200
5	0
Total	200

Figure 6

## Messages

Figure 7 shows the menu box that will pop up when the Messages button is pressed. To add a message to the selected player's account you then just need to press the button with the desired message text on it. The only options that will appear on this pop-up menu are those that have been pre-programmed into the system. If you change your mind and do not want to add a message at this point then the bottom menu option *Cancel Add Message* can be pressed to close the pop-up menu and return to you to the current rating.

The screenshot shows a vertical list of six blue buttons with white text: Alert Manager, Bad Address, Players Club Mgt, See Cashier, Special Limits, and Cancel Add Message. A small 'Figure 7' label is in the bottom right corner.

## Notes

Pressing the Notes button in the Player Information section will open up the screen that both lets you see or add Notes for the currently selected player (Figure 8). If the player does not yet have any Notes stored on their account the button will be blue as above but if they do already have at least one note stored on their account then the button will be colored red instead.

A note can also be marked to "Show On Front" which means that the text of the Note will appear directly in the Player Information section of the Rating Detail. If a Note is marked as such and contains the text "\*\*\*\*\*" inside of it then it will actually pop up on the screen when a rating is started for this player.

The Notes screen will by default show all the current notes for the player. The red buttons immediately to the right of this list allow you to limit which Notes are shown by Type. Just press a specific Type name and only the fitting Notes will now be shown. Click or press the "Show All" button to return the complete list of Notes.

To add a new note first choose a Type by pressing the Type field box until it changes to the one you want then use the on-screen keyboard to enter the note and then finally click the *Save New Note* button. If you want this Note shown in the Message box then choose "Show Note On Front" before saving.

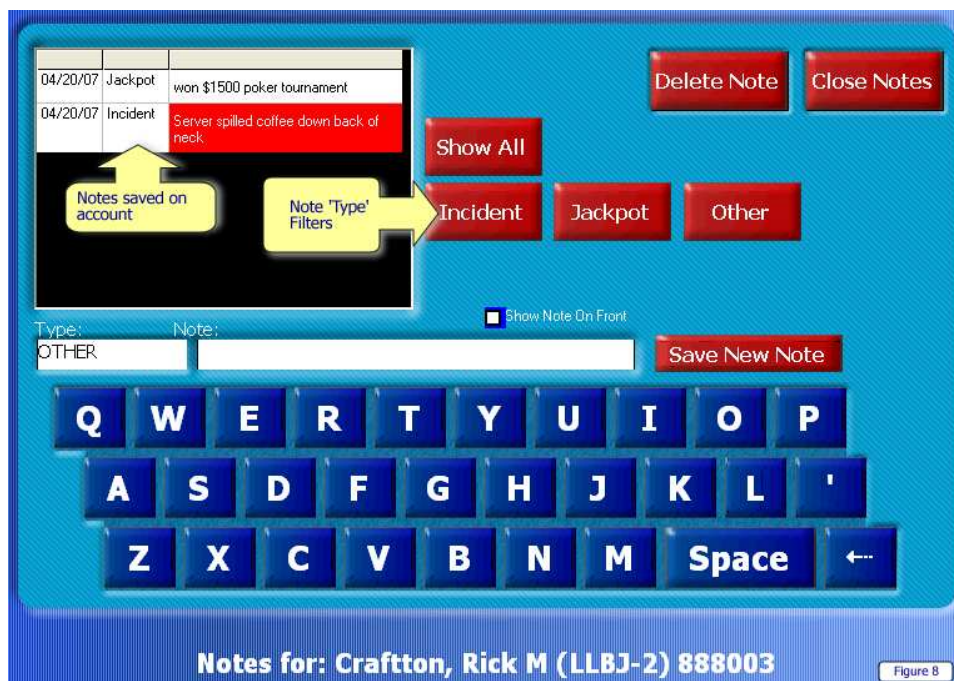


### Notes (cont.)

A Note can be deleted by touching it in the list of Notes and then pressing the *Delete Note button*. If you have the security permission to perform this function then you will be asked to confirm your selection, when you do the Note will then be dropped from this player's Account.

While Messages are used to "mark" an account with pre-selected text, Notes can be used to record specific information about this player such as food or drink preferences, incidents that this player has been involved with, jackpots they have one, or things not to say to them based on previous history.

The bottom of the Notes screen will show the who the screen has been opened for including their name, which table they are currently at and the players card number.



### Traits

The screen that appears when you need to add or change Traits assigned to account appears below in Figure 9. The upper left hand corner of the screen shows the list of Traits already assigned to the player. The list shows the category name and the Trait name selected. The first row of blue buttons to the right of the list are the Trait Categories that are available and the row below that are the choices available in the most recently selected category.

To add a new trait touch the category name and then select one specific Trait from the list of choices that appear. If your selection is a Trait from a Category already with a different Trait selected it will replace the previous one.

The Categories and Traits available to choose from are pre-programmed into the system and cannot be changed from this screen.

To remove a Trait assigned touch it in the list on the left and then press the small *Delete* next to the lower right corner of the list.

A single comment can be stored about the player here as well. To add or edit the comment just use the on screen keyboard to enter the desired text.



### Ratings List

The list of current Rating Slips displayed will show the following columns:

**Player:** Shows the players name last first, then first and middle initial followed by a preferred name if there is one stored for this account followed by M or F for the players gender

**Table:** Shows the current Table name for the rating slip. If "All Pits" is selected then this column will be prefixed by the Pit number as well

**Seat:** The number of the Seat assigned to the player

**Avg Bet:** The most recent Avg Bet entered for this rating slip

**Cash In:** The total cash dropped for this rating slip

**Start Time:** The exact time of day that the rating slip started

**Duration:** How long the rating has been opened, in hours and minutes

**Adjust:** Total number of points that have been given to this rating slip by adjustments, not earned from the

The Ratings List is refreshed at least once per minute and reflects the most recent updates for all the rating displayed regardless of which computer station the update has been made at.

Entries on the Ratings List may be color - code to indicate different meanings. The following list describes each column and what the different colors for it means:

**Player:** By default this column has a white background, if it turns yellow it means there is a Message attached to this user account

**Table / Seat:** White background by default, these columns will turn yellow when the rating slip has had no edits, changes, or updates made to it for a specific number of minutes indicating a "Stale Rating". The number of minutes is set in the Stale Notify Rating setting in System Setup.

**Avg Bet:** For bets \$24 and under this column is red, bets \$25 to \$74 will turn the column green, and all bets \$75 and higher will be black. These colors are to closely resemble what chip denomination the player is betting.

**Cash In:** Normally with a white background this column will turn light blue if the amount exceeds the number set in Win / Loss 1st Limit in the System Setup and will turn purple if the amount exceeds the number set in the Win / Loss 2nd Limit in the System Setup.

**Start Time / Duration:** The default background is white but will turn light blue when the rating has been open for longer than the Duration 1st Limit set in the System Setup and will turn purple when open longer than the Duration 2nd Limit set in the same place.



## Command Buttons

The Pit Station screen has many other functions the user can perform. Most of these are accessed by using the various command buttons located around the perimeter of the screen.

Figure 11 to the right shows the general locations of the command buttons available. The follow sections describe each button and what they do for the user.

**Clear Rating** This will completely blank out the currently highlighted rating slip and readies Sonoma to start a new one. After selecting this button, the user can then start a new rating by swiping a player's club card, typing a name in the Player Name fields, pressing the Find Player button, or the Type Card button.



**Find Player** Use this button when you do have the player's car to start a rating for but know their name. Pressing the button will display the Find Existing Customer Account screen as shown in Figure 11.

When the screen opens use the on screen keyboard to enter as much of the players first and or last name as needed to narrow down the list of names until the one you are looking for is displayed.

After the 3rd letter typed in the either the last name or first name field Sonoma will list all the names that match what has been typed so far.

To choose between first and last name just touch the desired field, the currently selected field will have a yellow background signifying that is the field that is being typed in. If you would like to see a list of players before the third letter is typed then press the small blue *Search* button next to the lower right hand corner of the Player List.

Use the blue up and down arrows to scroll the list up or down. Once the customer you are looking for is displayed touch their name then touch the *Start This Player* button to open a rating slip for them. Use the *Cancel Find* button to close this screen without starting a rating. The *Clear Names* button will blank both the name fields out and get rid of the list of names. The list of names will show name with nickname, gender, card number, home city and birth date fields to help you identify who you are looking for.

