e-Games VIP Rewards Loyalty Program

User Manual for Cashiers

Outline

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What is the VIP Rewards Loyalty Program?

- The VIP Rewards Program is a customer loyalty system that rewards players with points every time they load in e-Games cafes. VIP Rewards Card holders are entitled to exciting rewards and exclusive privileges from e-Games!

  VIP Rewards Program aims to:
  - ✓ Reward and retain regular e-Games players
  - ✓ Serves as a tool to track players and their betting behavior
  - ✓ Increase e-Games' profitability

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What are the features of the Program?

- VIP Rewards Card can be used across all participating e-Games branches
- Requires very minimal registration – hassle-free! (to get a card, player is only required to register an alias or Username)
- VIP Rewards Point System automatically credits points upon loading
- Reward Points do not expire
- PeGS Loyalty Website allows cashier to:
    1. Register a card
    2. Inquire points balance
    3. Edit player profile
    4. Redeem rewards
- Loyalty kit, Raffle prizes, Technical and Customer support are all **FREE!**

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Who can avail of the card?

- The VIP Rewards card is offered to any e-Games player who initially loads **at least PHP1,000.**

- To activate a card, player must register an alias or *Username. Registration can be done through the PeGS Loyalty Website. *(Refer to Module 1: How to Register).*

*Username must be unique and easy to remember. A player cannot edit or retrieve a forgotten username. Username may consist of letters, numbers, and symbols at 30 characters max.

How can a player earn points?

- To earn points, the e-Games VIP Rewards Card must be presented every time a player makes a deposit or reload. If a player fails to present his/her card, the casino load deposited will not be converted to points.

- For every PHP 100 worth of casino load, player earns 1 point.

- The initial PHP 1,000 load used to avail of the card will not yet credit points. Only the succeeding deposits will be converted to reward points.

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What are the privileges?

- VIP Reward cardholders can redeem accumulated points for raffle coupons as entries to e-games nationwide *promotions

- VIP Reward cardholders can win premium e-Games merchandise and exciting freebies!

*All Raffle promotions will be funded by PhilWeb Corporation.

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Module 1:
HOW TO REGISTER

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Registration

Step 1: Access the POS Prepaid Portal system on your computer. Add "-loyalty" to your assigned service link.
For those using pos3.philwebinc.com , go to **pos3-loyalty.philwebinc.com**
For those using pos4.philwebinc.com , go to **pos4-loyalty.philwebinc.com**

Step 2: Type your Username and Password. Click Submit.
*Username and Password are case sensitive
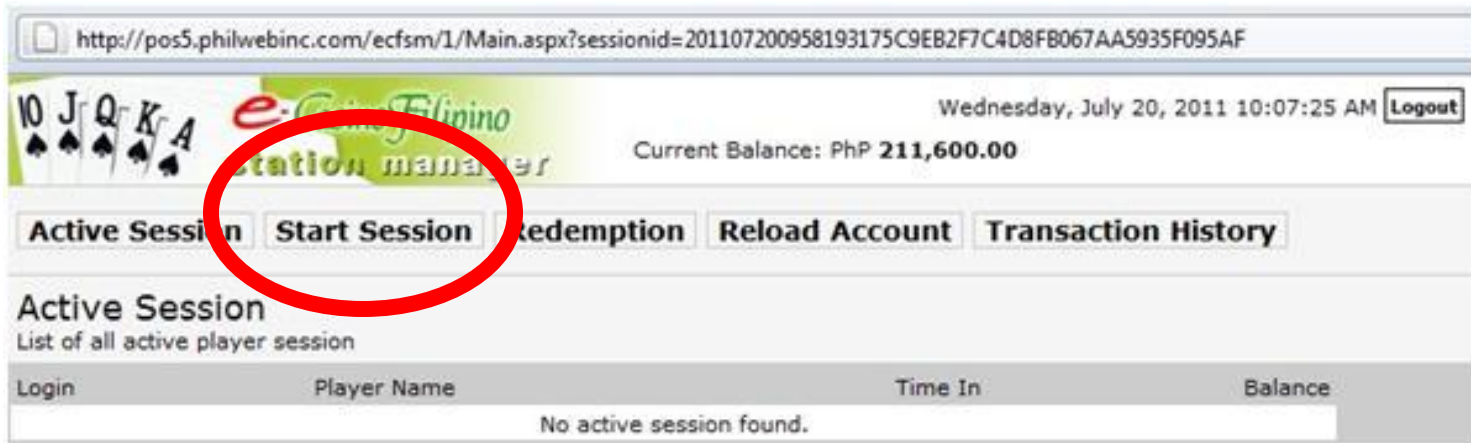
Registration

Step 3: Click on the **Station Manager** button found at the lower left portion of the screen
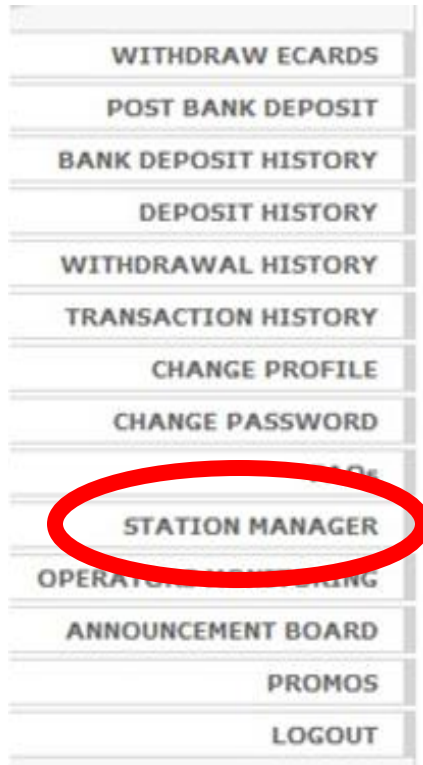
Registration

Step 4: Wait for the window to open, then click **Start Session**.

Registration

Step 5: Ask player if he/she is a VIP Rewards Loyalty Program member. If not, invite the player to join.
Explain the terms and conditions to the Player.
Note that the minimum amount of PhP1000 initial deposit is required to register
Step 6: Get a card.

FRONT   BACK
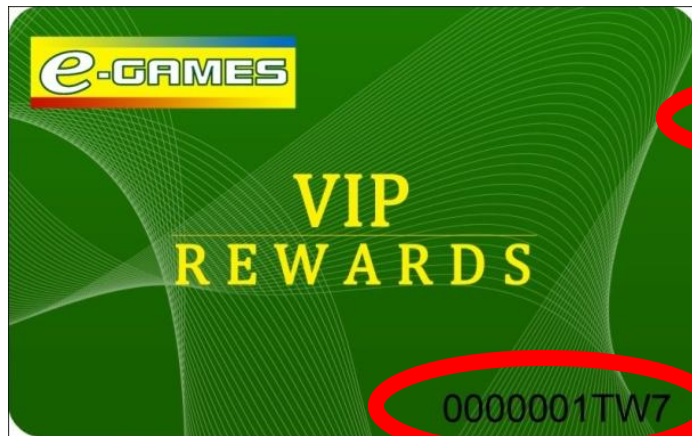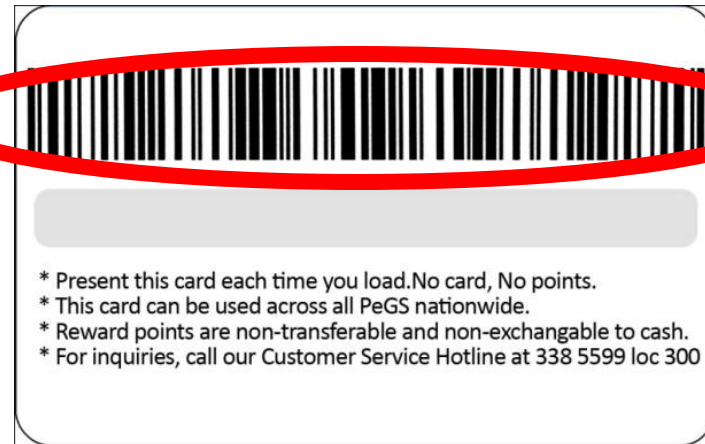
Card Number   **Barcode Value** – Tags the card to a specific player

Registration

Step 6: Click the **Loyalty Reward Card** field. Scan the card.

Step 7: Click **Register**.

Registration

Step 9: Scan the barcode to check if the card is available.

Registration

Step 10:   a.) If card is invalid, get another card.

                  b.) If card is valid, fill up all information fields.

                    *Username field is required

Step 11: Click **Register Card** to register account.

Registration

Step 12: Upon submission the Player's details, the system will return a response: "Card Successfully Registered" as shown below.

Registration

Step 13: Once done, the user may exit the system by clicking on the green "Exit" button found at the lower right portion of the down. A pop-up window will appear to verify transaction.

Registration

Step 14: After exiting the system, cashier should go back to the POS portal and proceed with loading.
Type-in the **Player's Name**, Select the desired **Amount** and Click **Start Session**.
Explain that the initial PHP1000 load will not yet credit points

Start Session
Start a new player session

Please select a gaming account

| Please select ▾ |

Player Info

Loyalty Reward Card

Click here everytime before scanning the card

Get Card Info | Register

Please type-in the Player Name

Note:

Opted Initial Balance

| **Fund Transfer** | **Vanity PIN** |

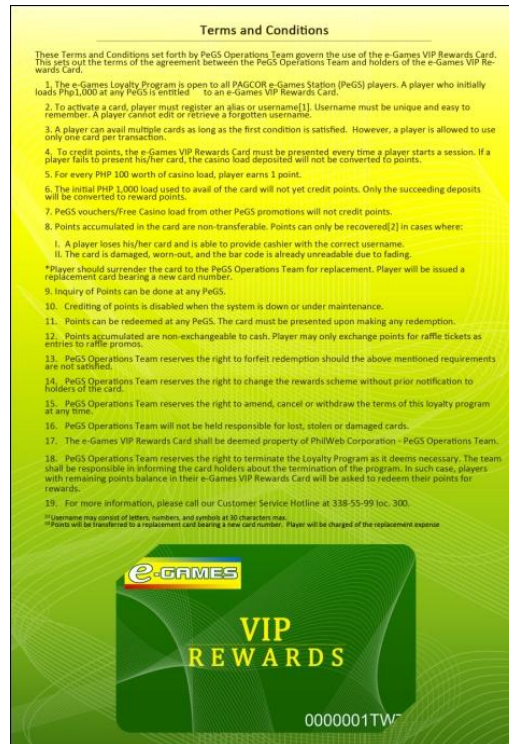Amount --- desired amount --- ▾   0

Start Session

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Registration

Step 15: Hand over the Card and Card jacket to the player.

Step 16: Ask the player to sign the Acknowledgement Sheet

Card jacket: INNER

FRONT

Module 2:
HOW TO CREDIT POINTS

Loading

Step 1: Access the POS Prepaid Portal system on your computer. Add "-loyalty" to your assigned service link.

For those using pos3.philwebinc.com , go to **pos3-loyalty.philwebinc.com**

For those using pos4.philwebinc.com , go to **pos4-loyalty.philwebinc.com**

Step 2: Type your **Username** and **Password.** Click **Submit.**

*Username and Password are case sensitive
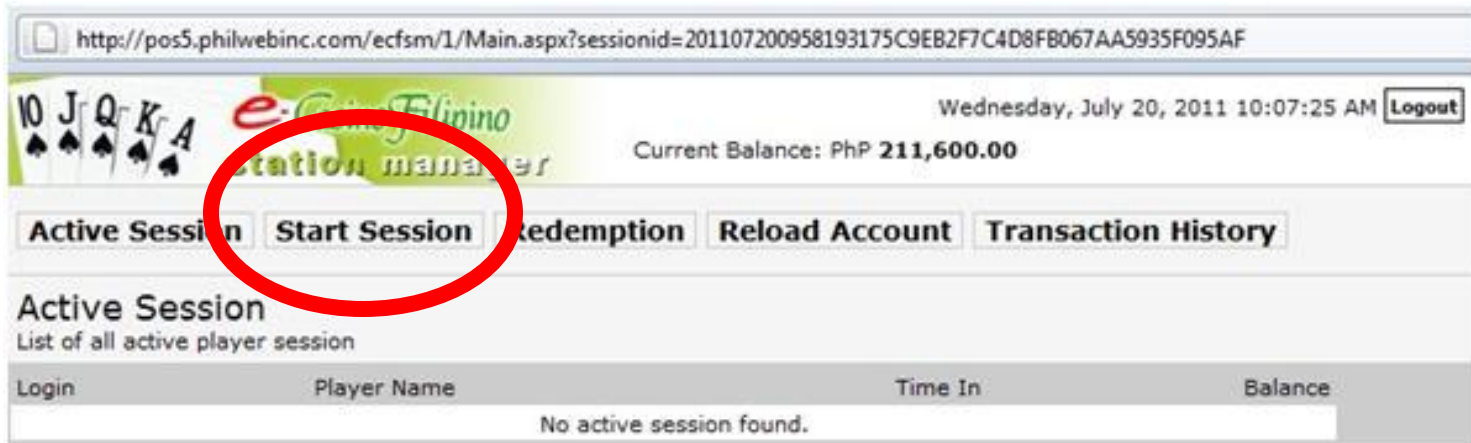
Loading

Step 3: Click on the **Station Manager** button found at the lower left portion of the screen
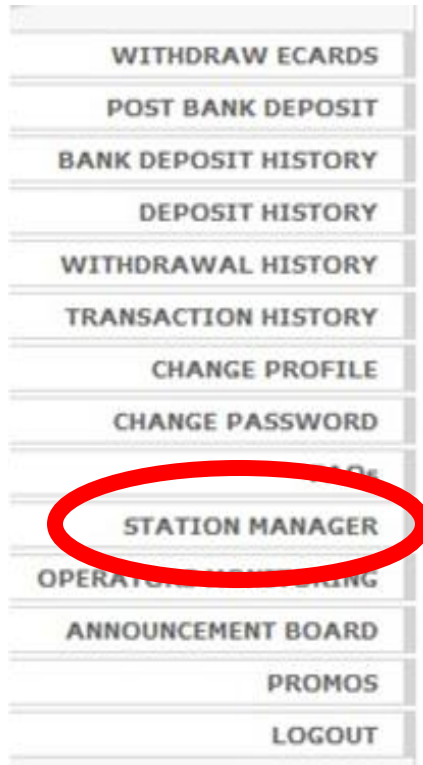
Loading

Step 4: Wait for the window to open. Click **Start Session**.

Loading (existing members)

Step 5: Select the **Terminal Number (1)**, click the **Loyalty Reward Card field (2)** and scan the card, key-in **Player Name (3)**, **Select Amount (4)**, and click **Start Session (5)**.

NOTE: If a player does not have a loyalty card, just skip the Loyalty Card Field (2) and proceed with the standard loading/reloading process
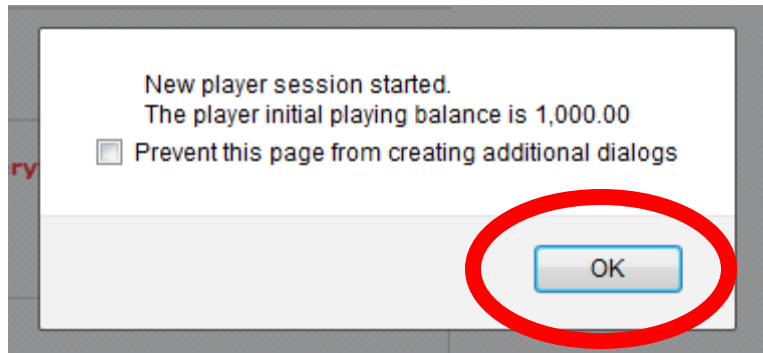
Loading (existing members)

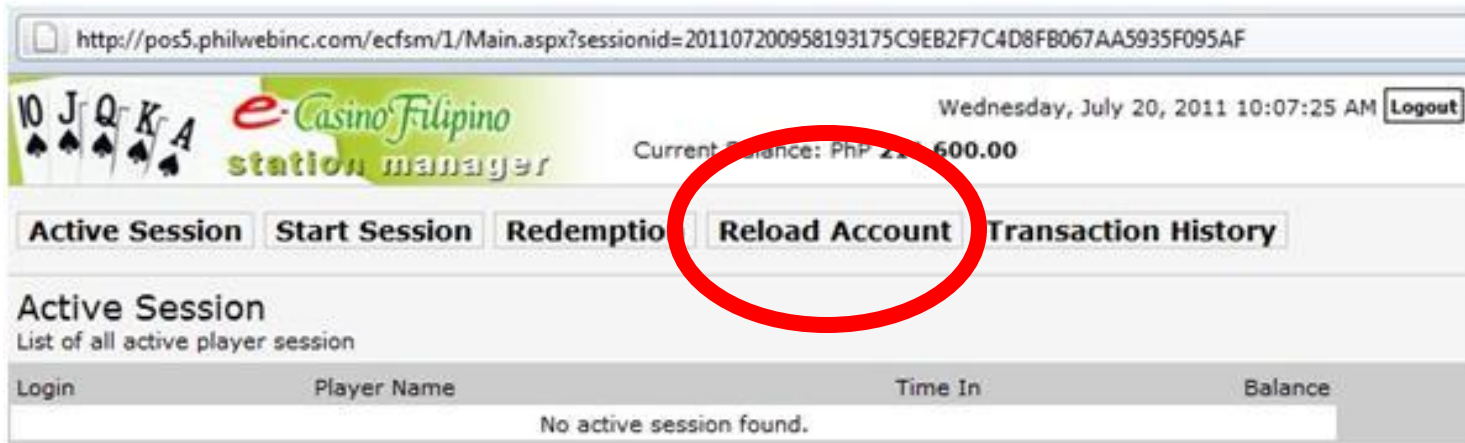**Step 3:** Upon clicking **Start Session**, this will appear. Click **OK**.

Step 4: Upon clicking **OK**, this will appear. Click **OK**.

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Reload (existing member)

Step 1: Click **Reload Account**.

Reload (existing member)

Step 2: Select **Terminal Number,** Select **Amount,** Click **Reload**.

Reload (existing member)

Step 3: Upon clicking **Reload**, this will appear. Click **OK**.

Step 4: Upon clicking **OK**, this will appear. Click **OK**.

Reload (existing member)

Step 3: Upon clicking **OK**, this will appear.

Module 3:
HOW TO INQUIRE POINTS & UPDATE PROFILE
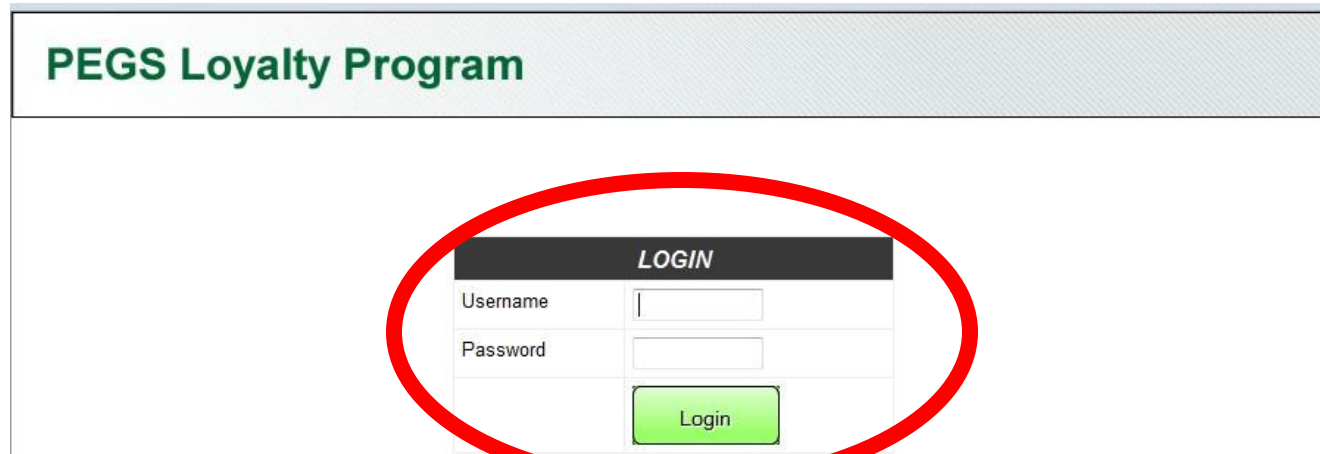
Points Inquiry

Step 1: Go to the PeGS Loyalty Website **http://loyalty.pagcoregames.com**
Step 2: Input **Username** and **Password** (Username and Password are same as your POS credentials).
Step 3: Click **Login.**

Points Inquiry
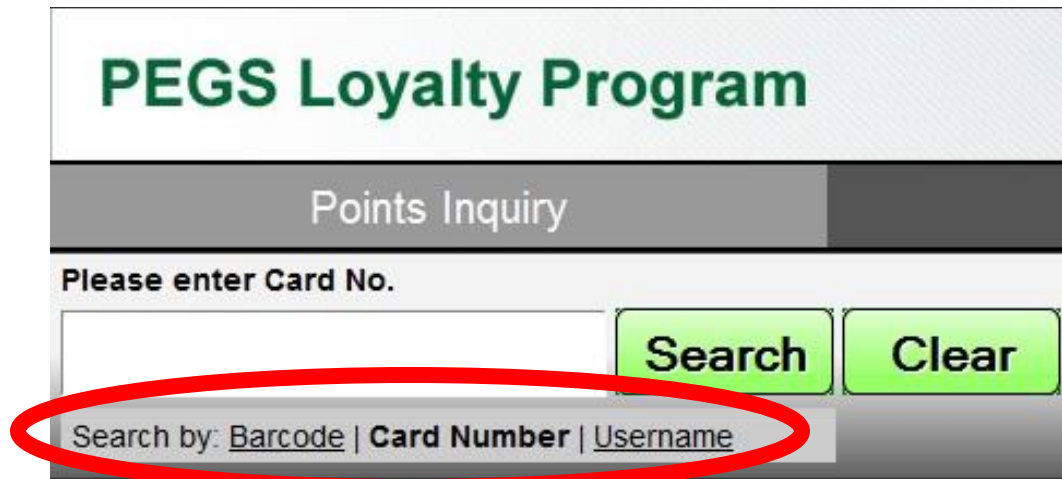
Step 1: On the Player Profile page, select the method of searching for a player's profile. Choose among **Barcode**, **Card Number** or **Username**.

Searching Type:

    If Card Number is chosen, type the card number and click Search.

    If Username is chosen, type the username and click Search.

    If Bar Code is chosen, scan the barcode and click Search.

Points Inquiry & Update Profile

Step 2: After the **Current Points** balance is shown, you may also edit the player profile. The following fields may be edited: Contact Number (Important), e-mail (Important), Gender, Age, Ethnicity, Smoker, Occupation

Step 3: Click the **Update Profile** button to save changes.

Points Inquiry & Update Profile

Rewards Card Information:

Contact Number – the player can choose to have a contact number for his/her profile

Email – the player can choose to have an Email address for his/her profile

Current Points – number of points the player can use to redeem reward items (Lifetime points less Redeemed Points)

Lifetime Points – total number of points earned by the player

Redeemed Points – number of points the player has used in redeeming reward items

Last Play Date – last date the player played using his account

Last Site Played – last site where the player played

Module 4:
HOW TO REDEEM POINTS

Rewards Redemption

Step 1: Click **Rewards Redemption.**

Step 2: Scan the barcode of the card and click **Search**.

Rewards Redemption

Step 3: Wait for the result of the search. If a red bar pops-up stating "Card is Inactive", register the card first. If the Username is shown and Current Points is displayed , the card is active

Rewards Redemption

Step 4: If the card is active, the Rewards Card Information (top) and Available Reward Items (bottom) will be shown.

Step 5: Click Redeem Now button of the desired Reward Item.

NOTE:

*You can only redeem items if your **Current Points** balance is sufficient; otherwise the **Redeem Now!** button is disabled.*

Rewards Redemption

Step 5: Upon clicking **Redeem Item,** the redemption form will appear. **Item, Description,** and **Points Requirement** will be shown.

Rewards Redemption

Step 8: A pop-up box will appear to verify transaction. Click **OK.**

Rewards Redemption

Step 6: In the **Quantity Box,** input how many Reward Item/s you wish to redeem.

PEGS Loyalty Program

Welcome | Sign Out

Points Inquiry	Rewards Redemption

Please scan barcode
●●●●●●●●●●●●   Search   Clear

Search by: **Barcode** *(Scan Only!)*

Username
JuanDelaCruz
GREEN

Current Points
50

REWARDS CARD INFORMATION

Card Number	000031802AFC	Lifetime Points	50
		Redeemed Points	---
Contact Number	09228482019	Last Play Date	July 21, 2011 09:07 PM
Email	jdcruz@yahoo.com	Last Site Played	TST

You have chosen the following Reward Item:

Item	e-Games Raffle Promo 1	Quantity
Description	*Period: July - September 2011 (Montero Sport)*	1
Points	**50 Points**	

Redeem Item   Cancel

NOTE:

*You can only redeem X number of items if your **Current Points** balance is sufficient; otherwise the **Redeem Item** button is disabled.*

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Rewards Redemption

Step 9: System will notify if redemption was successful. Redeemed points will be automatically deducted from the player's Current Points Balance.

Terms and Conditions

These Terms and Conditions set forth by PeGS Operations Team govern the use of the e-Games VIP Rewards Card. This sets out the terms of the agreement between the PeGS Operations Team and holders of the e-Games VIP Rewards Card.

1. The e-Games Loyalty Program is open to all PAGCOR e-Games Station (PeGS) players. A player who initially loads Php1,000 at any PeGS is entitled to an e-Games VIP Rewards Card.
2. To activate a card, player must register an alias or username.

Note: Username must be unique and easy to remember. A player cannot edit or retrieve a forgotten username. (Username may consist of letters, numbers, and symbols at 30 characters max)

3. A player can avail multiple cards as long as the first condition is satisfied. However, a player is allowed to use only one card per transaction.
4. To credit points, the e-Games VIP Rewards Card must be presented every time a player starts a session. If a player fails to present his/her card, the casino load deposited will not be converted to points.
5. For every PHP 100 worth of casino load, player earns 1 point.

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Terms and Conditions contd..

6. The initial PHP 1,000 load used to avail of the card will not yet credit points. Only the succeeding deposits will be converted to reward points.

7. PeGS vouchers/Free Casino load from other PeGS promotions will not credit points.

8. Points accumulated in the card are non-transferable. Points can only be recovered in cases where:
- A player loses his/her card and is able to provide cashier with the correct username.
- The card is damaged, worn-out, and the bar code is already unreadable due to fading

Note: Points will be transferred to a replacement card bearing a new card number. Player will be charged of the replacement expense. Player should surrender the card to the PeGS Operations Team for replacement.

9. Inquiry of Points can be done at any paticipating PeGS.

10. Crediting of points is disabled when the system is down or under maintenance.

11. Points can be redeemed at any participating PeGS. The card must be presented upon making any redemption.

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Terms and Conditions contd..

12. Points accumulated are non-exchangeable to cash. Player may only exchange points for raffle tickets as entries to raffle promos.

13. PeGS Operations Team reserves the right to forfeit redemption should the above mentioned requirements are not satisfied.

14. PeGS Operations Team reserves the right to change the rewards scheme without prior notification to holders of the card.

15. PeGS Operations Team reserves the right to amend, cancel or withdraw the terms of this loyalty program at any time.

16. PeGS Operations Team will not be held responsible for lost, stolen or damaged cards.

17. The e-Games VIP Rewards Card shall be deemed property of PhilWeb Corporation - PeGS Operations Team.

18. PeGS Operations Team reserves the right to terminate the Loyalty Program as it deems necessary. The team shall be responsible in informing the card holders about the termination of the program. In such case, players with remaining points balance in their e-Games VIP Rewards Card will be asked to redeem their points for rewards.

HOW TO USE A BARCODE SCANNER

Step 1: Locate the USB port in your computer and plug the scanner's USB connector.

Step 2: Point the barcode scanner directly at the barcode (back of the loyalty card) so that the red scanning light runs across the length of the barcode *Suggested distance between card and scanner is ¼ inch*

Step 3: Engage the scanner. Ensure that the red light is lined up with the barcode and then press the engage button located at the back of the scanner. The light will turn blue if the scanning is successful.
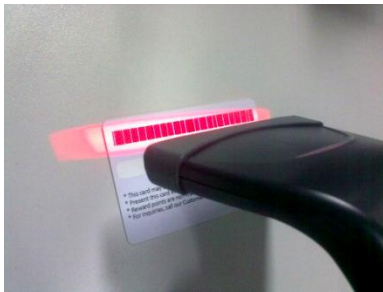
Step 4: Check your monitor to make sure the item has been scanned properly.

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Should you have further inquiries, please call our 24-hour Customer Service Hotlines at (02) 338-3388 / Toll-Free 1800-10-7445932.
You can also send an email to our Customer Service Team at customerservice@philweb.com.ph.