



Your *Bally*
TECHNOLOGIES[®]

**A comprehensive plan
of training courses
specifically for casino
technology professionals.**



BALLY TECHNOLOGIES UNIVERSITY

Systems Catalog of Course Offerings



Table of Contents

Training Information	4
About Our Training.....	4
Training Fees	4
Registration.....	4
Cancellation Policy.....	4
Training Retainer	4
Bally Training Facility Locations.....	5
Training Discounts	5
Certification Programs	5
Course Listing	6
ACSC SMS Data Flow	6
ACSC SMS Slot Audit.....	7
(Certified) ACSC Marketing Master Professional Series	8
(Certified) ACSC Groups Workshop	9
(Certified) ACSC Player Development Workshop.....	10
(Certified) ACSC Promotions Workshop.....	11
(Certified) ACSC Sweepstakes Workshop.....	12
(Certified) CMP Master Professional Series	13
(Certified) CMP Audit Track	14

(Certified) CMP Cage and Table Games Track	14
(Certified) CMP Credit and Collections Track	15
(Certified) CMP IT Track	15
(Certified) CMP Marketing Track	16
(Certified) SDS Master Professional Series	17
SDS Data and Revenue Flow Overview	18
SDS Front Moves.....	18
(Certified) SDS IT Maintenance and Troubleshooting	19
SDS Report Generator.....	20
(Certified) SDS Slot Analysis	20
(Certified) SDS Slot Audit	21
(Certified) SDS Slot Tech.....	22
(Certified) SDS System Administrator.....	23

TRAINING INFORMATION

About Our Training

Bally's systems training courses are designed and delivered by our systems training specialists. This catalog lists the variety of current training offerings available to Bally product users. These courses are developed to be delivered either at a Bally Training Facility or Online. Some courses can also be held at a Properties' training facility. Each course description indicates whether that course is designed to be delivered in classroom or online.

Training Fees

Fees for our courses and workshops held at a Bally Training Facility or online are listed within each course description. On-site training costs are quoted by your Bally Client Project Manager. The full fee is payable upon receipt of invoice. Fees include training materials. If you elect to have a Bally Instructor conduct training at your location, you agree to pay all associated travel and lodging fees of that instructor. You also elect to provide the necessary training equipment and setup associated with the training.

Registration

To register for any course listed within this catalog or to inquire about other training not listed, contact your property's Bally Client Project Manager. You can also submit your training needs via email to training@ballytech.com and your request will be forwarded to your Bally Client Project Manager.

Cancellation Policy

Cancellations made 15 days or more prior to the start date of the course are subject to a full refund. If cancellations are made at least 10 days prior to the course start date, your registration fee may be applied towards another course to be taken within one year, or a colleague can attend in your place. Confirmed participants who cancel less than 10 days prior to the course start date or do not attend their scheduled course are responsible for the entire fee.

Training Retainer

A set number of training days can be pre-purchased and applied to any Bally systems catalog or custom training class within 12 months at time of retainer purchase. This is ideal for organizations that wish to allocate training funds at the beginning of their fiscal year.

Travel Arrangements

Students attending a Bally training class at a Bally Training Facility are responsible for their own travel arrangements.

Bally Training Facility Locations

Las Vegas: 6601 South Bermuda Road, Las Vegas, NV 89119 (702) 584-7700

Reno: 950 Sandhill Road, Reno, NV 89521 (775) 336-2500

Atlantic City: 3133 Fire Road, Egg Harbor Township, NJ 08234 (609) 407-7440

TRAINING DISCOUNTS

Special discounts are offered to customers under certain circumstances toward the cost of Bally training or a future service engagement.

Master Professional Discounts

Save \$2,500 on total tuition by registering for the complete ten-day **ACSC Marketing Master Professional series** of courses (Consisting of Certified ACSC Promotions Workshop, Certified Sweepstakes Workshop, Certified Groups Workshop and Certified Player Development Workshop) or **SDS Master Professional series** of courses (Consisting of SDS Data & Revenue Flow Overview, Certified SDS IT Maintenance and Troubleshooting, Certified SDS Slot Tech, Certified SDS Slot Audit and Certified SDS Slot Analysis). Cost for the complete ten days of training is \$7,500 versus \$10,000 if courses are taken separately.

Save \$1,000 on tuition by registering for the complete 8 day **CMP Master Professional series** of courses (Consisting of CMP Cage and Table Games Track, CMP Credit and Collections Track, CMP Audit Track, CMP Marketing Track and CMP IT Track). Cost for the complete 8 days of training is \$7,000 versus \$8,000 if courses are taken separately.

A certification test will be given to each student at the conclusion of each program. Students who successfully pass the exam within 30 days of receipt will receive Master Professional Certification. This certification entitles you to a 10% discount on all future Professional Services engagements. Contact Bally Technologies for complete program guidelines.

Multiple Student Discounts

Properties that enroll more than two students receive discounts. Course costs for the first two students enrolled are full price. The third student or greater receives 20% off the full price of the course.

CERTIFICATION PROGRAMS

Certified Training

Courses indicated as “Certified” give the student an in-depth review of specific functionality of Bally products. Upon completion of the course, a certification test is given. Students who elect to take and successfully pass the test within 30 days of receipt will earn certified status for that particular product and functionality.

COURSE PREREQUISITES

Due to the advanced nature of the training, Master Professional and Certified training enrollees will be asked for their level of experience in using the product and class instructors will review the information to insure the training is suitable for the student and/or audience.

ABOUT THIS CATALOG

Course curriculum, pricing and availability are subject to change without notice.



COURSE LISTING

ACSC SMS Data Flow

1 Day – Online

To successfully troubleshoot variances, you need to know how the data flows from the slot through the accounting cycle to reporting. This course provides an overview of the Slot Accounting cycle for the ACSC SMS user. This is a perfect course for those slot accounting professionals looking to expand their understanding of the accounting cycle, as well as for system administrators and trainers looking for a high level understanding of how their slot team uses system data in performing their jobs.

Topics include:

- The four main components of the Accounting cycle
- Physical flow of data
- The role of meters and slot transactions within the cycle
- Drop process
- Common challenges within the cycle

Cost of Online Training: \$1,000 per property - unlimited attendees



ACSC SMS Slot Audit

3 Days - Classroom

The course is designed for the auditor tasked with completing the Slot Accounting audit. Slot accounting reports, revenue flow and analyzing slot data received from meters, jackpots, hopper fills and drop are covered in this in-depth class.

Participants will learn how to:

- Understand Soft Menu features
- Understand and interpret applicable Meter, Cashier, Jackpot, Soft Count and Ticket Audit reports
- Research, calculate and enter meter adjustments
- Research, redeem and/or void slot-generated tickets
- Add, void and reconcile jackpot slips
- Research and adjust Validator Drop variances
- Understand and interpret End of Day (EOD) Reports

Cost of training at a Bally Training Facility: \$1,000 per person, per day



Certified ACSC Marketing Master Professional Series

10 Days - Classroom

This series of courses, taken in their entirety, will provide the advanced ACSC Marketing user with a complete review of all the main ACSC Marketing features including promotions, groups, direct mail offers and player development. Participants will have an opportunity to practice all skills in a controlled environment. A certification test will be given to each student at the conclusion of the program. Students who successfully pass the ACSC Marketing Master Professional exam within 30 days of receipt will receive Master Professional Certification. The series of courses include:

Certified ACSC Promotions Workshop (5 Days)

- Direct Mail Promotions
- Floor-wide Promotions

Certified ACSC Sweepstakes Workshop (2 Days)

- Setting up Sweepstakes
- Viewing/Printing/Adjusting Entries
- Submitting Drawings
- Reports

Certified ACSC Groups Workshop (2 Days)

- Using Groups for Analysis Purposes
- Setting Up a Group for a Hotel Room Offer (via LMS system)

Certified ACSC Player Development Workshop (1 Day)

- In-House Hosts Maintenance and Reporting
- Outside Hosts Maintenance and Reporting

Cost of Training at a Bally Training Facility: \$7,500 per person



Certified ACSC Groups Workshop

2 Days - Classroom

Whether you are responsible for analysis, event management or hotel room blocking, mastering groups in ACSC is key to successfully managing these functions. This session provides a review of each process and how data is captured by groups, which can be used for analysis that provides the framework to maximize operational efficiencies and segment your player database to target incentives.

Topics covered:

Using Groups for Analysis Purposes

- Setting up the group
- Adding and removing players
- Assigning expenses to the group
- Adding functions and taking responses to functions
- Running group reports and viewing group activity
- Closing out the group

Setting Up a Group for a Hotel Room Offer (via LMS system)

- Creating and adjusting group/blocks
- Linking extracts to blocks and downloading
- Setting up room inventory
- Responding patrons to room offers via ACSC and automatically reserving inventory in LMS
- Accessing LMS from the ACSC system to add billing profiles to room reservations
- Canceling a room offer in both ACSC and LMS
- Printing arrival lists for check-in
- Removing no-shows from the group
- Running group reports
- Closing out the group

Cost of training at a Bally Training Facility: \$1,000 per person, per day

Part of the ACSC Marketing Master Professional series. Refer to the series description in this catalog for details.



Certified ACSC Player Development Workshop

1 Day - Classroom

The connection between host and player is an important one because it allows you to develop relationships with your customers and drive loyalty. Mastering the ACSC host functionality enables you to efficiently manage this process, allowing for personalized attention to the customer.

Topics covered:

In-House Hosts

Branch Office Hosts

- Defining Branch Office Hosts in the system
- Defining territories and commissions
- System-assign and manual assignment of players to Branch Office Hosts
- Viewing and extracting assigned players
- Using sales features
- Reports

Outside Hosts

Splinter Hosts

- Defining Splinter Hosts in the system
- Defining commissions
- Manually assigning players to Splinter Hosts
- Managing assigned players
- Associate patron's monthly play to Splinter Host
- Reports

Cost of training at a Bally Training Facility: \$1,000 per person, per day

Part of the ACSC Marketing Master Professional series. Refer to the series description in this catalog for details.



Certified ACSC Promotions Workshop

5 Days - Classroom

This interactive workshop provides hands-on training of the extensive suite of direct mail and floor-wide promotions available in the ACSC system. In-depth review of each promotion is conducted including set up, promotion features and parameters, assigning promotions to patrons, redeeming promotions at the slot machine (where applicable), troubleshooting tips and reporting information. Experienced ACSC Database Marketing and Promotions personnel will find this course invaluable in order to solidify a complete understanding of the ACSC promotions process.

Days 1, 2 & 3 - Direct Mail Promotions

- Defining and creating promotion control codes
- Setting up direct mail promotional offers
 - Incentive Cash Deposits
 - Comp Cash Deposits
 - Gaming/Non-Gaming Comps
 - Barcoded Coupons
 - Changing the Incentive Cash Back Value of Points
 - Bonus Incentive Point Multiplier
 - Incentive Cash Deposit for New Credit Line
 - Room Offer or Incentive Cash Deposit
 - Mystery Incentive Cash Deposit Cash Offer
 - Bonus Comp Cash Multiplier
 - Incentive Cash Deposits for Points Earned
 - Temporary Card Level Upgrades
 - Nth Trip Promotion
 - One Day Bonus Incentive Cash Offer
 - Bally Power Rewards (eBONUS)

- Promotion code links, restrictions, and overlapping direct mail promotional offers
- Barcoded coupon control files/reports
- Manually adding and deleting promotions from a patron's account

Days 4 & 5 - Floor-Wide Promotions

- Setting up floor-wide promotion offers
 - Incentive Cash Deposits for Points Earned for New Patrons Only
 - 1st Day Double Points
 - 1st Day Incentive Cash Bonus for Point Earned
 - 1st Day Increased Cash Back Value of Points
 - Bonus Points
 - Member-Get-A-Member Promotion
 - Promotional Comps
 - Bonus Comp Cash Multiplier
 - Temporary Card Level Upgrades
 - Bally Power Rewards (eBONUS)
 - Bally Power Winners

Cost of training at a Bally Training Facility: \$1,000 per person, per day

Part of the ACSC Marketing Master Professional series. Refer to the series description in this catalog for details.



Certified ACSC Sweepstakes Workshop

2 Days - Classroom

An intensive review of the complete sweepstakes functionality of ACSC is covered in this in-depth, hands-on workshop. Topics include defining criteria to meet your sweepstakes requirements, drawing methods and reporting. Slot level functionality of sweepstakes is also discussed. Casino personnel responsible for defining and implementing sweepstakes will benefit from this two-day interactive session.

Topics covered:

- Setting up Sweepstakes
- Power Sweepstakes
- Cash Giveaway Sweepstakes
- Lucky Star Sweepstakes
- Incentive Cash Sweepstakes
- Lady Luck Sweepstakes
- Random Slot Play Sweepstakes
- Random Card Used Sweepstakes
- Random Card In Sweepstakes
- Random Card Sweepstakes
- Hollywood Hits Sweepstakes
- Daily Sweepstakes
- Weekly Sweepstakes
- Monthly Sweepstakes
- Special Sweepstakes
- Crazy Summer Cash Sweepstakes
- Viewing/Printing/Adjusting Entries
- Submitting Drawings
- Reports

Cost of training at a Bally Training Facility: \$1,000 per person, per day

Part of the ACSC Marketing Master Professional series. Refer to the series description in this catalog for details.



Certified CMP Master Professional Series

8 Days - Classroom

This series of courses is designed to provide an extensive review of all major CMP functions and empower students with the skills needed to support all CMP functions. This is essential learning for CMP System Administrators and IT Personnel. Accounting and Systems Auditors will also benefit from attending all tracks to gain an understanding of all system functional areas. A certification test will be given to each student at the conclusion of the program. Students who successfully pass the CMP Master Professional exam within 30 days of receipt will receive Master Professional Certification. The series of courses include:

CMP Cage and Table Games Track (1 Day)

- Table Games Ratings and Reports
- Table and Cage Accounting

CMP Credit and Collections Track (1 Day)

- Credit and Collections Review

CMP Audit & Tax Forms Track (1 Day)

- Title 31 Audit
- Table Audit
- Player Audit
- Tax Forms

CMP Marketing Track (3 Days)

- Player's Club
- Promotions-in-a-box
- Marketing Reports
- Find Players Queries
- Tools – Prizes, Tags, Messages

CMP IT Track (2 Days)

- Tools and Utilities
- SQL Jobs
- Basic Troubleshooting
- Recommended Maintenance

Cost of Training at a Bally Training Facility: \$7,000 per person



Certified CMP Audit and Tax Forms Track

1 Day - Classroom

This one-day course provides a review of system functionality and best practices to successfully audit data within the CMP system. This course can be taken alone, however, auditors who wish to gain a thorough understanding of the complete CMP system functionality may want to consider taking all tracks within the CMP Master Professional series.

Topics include:

- Recommended Audit Checklist, Title 31 Audit, Table Audit, Player Audit – ½ Day
- Tax Forms – ½ Day

Cost of training at a Bally Training Facility: \$1,000 per person

Part of the CMP Master Professional series. Refer to the series description in this catalog for details.

Certified CMP Cage and Table Games Track

1 Day - Classroom

Complete review of the table functionality process within the CMP system is provided in this one-day course. From entering ratings to accounting processes and reporting, all will be covered in this course.

Topics include:

- Table Games Ratings and Reports – ½ day
- Table and Cage Accounting – ½ day

Cost of training at a Bally Training Facility: \$1,000 per person

Part of the CMP Master Professional series. Refer to the series description in this catalog for details.



Certified CMP Credit and Collections Track

1 Day - Classroom

A review of the credit and collection functionality and processes within the CMP system are provided in this course. Credit Execs and Collection personnel responsible for issuing and managing credit player accounts, and the associated IRS tax reporting requirements, will benefit from this course.

Cost of training at a Bally Training Facility: \$1,000 per person

Part of the CMP Master Professional series. Refer to the series description in this catalog for details.

Certified CMP IT Track

2 Days - Classroom

This two-day course provides a concentrated look into IT Maintenance functions and Troubleshooting the CMP system. IT Professionals and System Administrators will learn the best practices for maintaining the CMP system. Although this course can be taken alone, we recommend that IT Professionals and System Administrators take the entire five-course CMP Master Professional series to learn full system functionality in order to support all CMP subject areas in a fast-paced environment.

Topics include:

- Tools and Utilities – ½ day
- SQL Jobs – ½ day
- Basic Troubleshooting – ½ day
- Recommended Maintenance – ½ day

Cost of training at a Bally Training Facility: \$1,000 per person, per day

The complete CMP Master Professional series of courses is recommended for IT Personnel and Systems Administrators. Refer to the series description in this catalog for details.



Certified CMP Marketing Track

3 Days - Classroom

In this course, Marketing professionals will learn how to maximize the tools within their CMP system in order to achieve their marketing goals. Students will learn to fully utilize player's club functions, promotions applications and system reporting.

Topics include:

- Player's Club – 1 day
- Promotions-in-a-box – ½ day
- Marketing Reports – ½ day
- Find Players Queries – ½ day
- Tools – Prizes, Tags, Messages – ½ day

Cost of training at a Bally Training Facility: \$1,000 per person, per day

Part of the CMP Master Professional series. Refer to the series description in this catalog for details.



Certified SDS Master Professional Series

10 Days – Classroom

This series of courses, taken in its entirety, will provide an extensive overview of all SDS functions. Students will learn the skills necessary to support all SDS subject areas. Participants will have an opportunity to practice all skills in a controlled environment. A certification test will be given to each student at the conclusion of the program. Students who successfully pass the SDS Master Professional exam within 30 days of receipt will receive Master Professional Certification. The series of courses include:

SDS Data and Revenue Flow Overview (1 Day)

- Overview of SDS Data and Revenue Flows including Ticket Issuance, Ticket Redemption, GMU to SDS, Databases and Data Warehouse.

Certified SDS IT Maintenance and Troubleshooting (2 Days)

- Daily IT Checklists and Procedures, Utility Menu
- Player Tracking
- DB2 Maintenance and Switchover Procedures
- Tape Backups
- Batch File Set Up
- File Maintenance Configurations – fmsds, fmmenu, fmefun, fmemps, fmcb, messages, card file

Certified SDS Slot Tech (2 Days)

- Hardware Overview – components and floor layouts
- Slot File Configuration
- Progressives Configuration
- Troubleshooting Reports – requestor reports, communication reports, diapro, send it
- Fixgam
- Front Moves

Certified SDS Slot Audit (3 Days)

- Daily Audits – slip reconciliation, ePromo, cage cashier reconciliation, progressives reconciliation
- PTD Audits – hard count, soft count, kiosks
- Reports – troubleshooting, historical, liability

Certified SDS Slot Analysis (2 Days)

- SDS Reports
- Data Warehouse Reports
- Report Generator

Cost of Training at a Bally Training Facility: \$7,500 per person



SDS Data and Revenue Flow Overview

Student choice of training delivery: 1 Day – Online or 1 Day – Classroom

Understanding how data and revenue information flow from the game through the MasterCom to SDS is the foundation for troubleshooting floor issues and reconciling variances. This one-day session is designed to provide Slot Technicians, Slot Auditors and Analysts with basic, easy-to-follow steps to improve revenue accuracy via SDS comprehension. Topics include the processes of ticket issuance and redemption, exception code creation, game meters, ePromo transactions, revenue flow and SDS databases.

Cost of **Online** Training: \$1,000 per property - unlimited attendees

Cost of **Classroom** Training at a Bally Training Facility: \$1,000 per person, per day

***Part of the SDS Master Professional series. Refer to the series description in this catalog for details.**

SDS Front Moves

1 Day - Online

This course is designed to teach Front Moves, a dynamic series of programs that simplifies the process of moving, adding or changing a large number of slot machines by letting you prepare the moves in advance. Topics include Revenue Saving Machines, the best time to perform moves and proper procedures for planning and executing slot moves. This is an excellent course for new Slot and IT personnel or a refresher for the seasoned SDS Front Moves user.

Cost of Online Training: \$1,000 per property - unlimited attendees



Certified SDS IT Maintenance and Troubleshooting

2 Days - Classroom

This course provides an extensive look into IT Maintenance functions and Troubleshooting the SDS system. This is a must-attend class for IT Professionals and System Administrators. Take the course alone or attend the complete five-course Master Professional series to learn the skills necessary to support all SDS subject areas in a fast-paced environment. Participants will have an opportunity to practice all skills in a controlled environment.

Topics include:

- Daily IT Checklists and Procedures, Utility Menu
- Player Tracking
- DB2 Maintenance and Switchover Procedures
- Tape Backups
- Batch File Setup
- File Maintenance Configurations – fmsds, fmmenu, fmefun, fmemp, fmc, messages, card file

Cost of Training at a Bally Training Facility: \$1,000 per person, per day

Part of the SDS Master Professional series. Refer to the series description in this catalog for details.



SDS Report Generator

1 Day – Online

A perfect course for SDS users interested in creating customized reports beyond those provided in SDS. Learn to create customized financial and troubleshooting reports from key data files. Topics include basic and advanced functions, maintaining spec files and practical suggestions for useful spec files. Analysts throughout your casino operation will find this course invaluable as they learn how to maximize the data available in the reporting they deliver to make operational, marketing and financial decisions.

Cost of Online Training: \$1,000 per property - unlimited attendees

Certified SDS Slot Analysis

2 Days - Classroom

This class provides Slot Auditors and Supervisors with an in-depth review of all the SDS reporting and feature functionality available for them to thoroughly analyze and report activity on their slot floor.

Take the course alone or attend the complete five-course Master Professional series to learn the skills necessary to support all SDS subject areas in a fast-paced environment.

Topics include:

- SDS Reports
- Data Warehouse Reports
- Report Generator

Cost of Training at a Bally Training Facility: \$1,000 per person, per day

Part of the SDS Master Professional series. Refer to the series description in this catalog for details.



Certified SDS Slot Audit

3 Days - Classroom

Your Slot Auditors and Supervisors can go beyond the mechanics of daily balancing and develop a more comprehensive understanding of SDS. This three-day instructor-led course will teach you how to analyze and implement the ticket auditing process. You'll benefit from proven strategies for effective management of your ticketing solution.

Take the course alone or attend the complete five-course Master Professional series to learn the skills necessary to support all SDS subject areas in a fast-paced environment. Participants will have an opportunity to practice all skills in a controlled environment.

Topics include:

- Daily Audits – slip reconciliation, ePromo, cage cashier reconciliation, progressives reconciliation
- PTD Audits – hard count, soft count, kiosks
- Reports – troubleshooting, historical, liability

Cost of Training at a Bally Training Facility: \$1,000 per person, per day

Part of the SDS Master Professional series. Refer to the series description in this catalog for details.



Certified SDS Slot Tech

2 Days - Classroom

This course provides SDS Technicians with the system proficiency necessary to maintain the slot floor. Reporting and extensive troubleshooting techniques are included. Take the course alone or attend the complete five-course Master Professional series to learn the skills necessary to support all SDS subject areas. Participants will have an opportunity to practice all skills in a controlled environment.

Topics include:

- Hardware Overview – components and floor layouts
- Slot File Configuration
- Progressives Configuration
- Troubleshooting Reports – requestor reports, communication reports, diapro, send it
- Fixgam
- Front Moves

Cost of Training at a Bally Training Facility: \$1,000 per person, per day

Part of the SDS Master Professional series. Refer to the series description in this catalog for details.



Certified SDS System Administrator

4 Days - Classroom

Designed for those individuals who are responsible for monitoring the SDS system, this course provides an in-depth overview of hardware and software configurations, plus tools and procedures for monitoring and maintaining system health and diagnosing issues.

Day 1 Hardware and Software Overviews

- Hardware Overview, including iVIEWs, MC300, high-speed slot floor
- Overview of SDS Data Flow, including Ticket Issuance, Ticket Redemption, GMU to SDS, Databases and Data Warehouse

Day 2 Daily Operations

- Daily MIS Checklists and Procedures designed to monitor the health of SDS and Data Warehouse
- Tape Backups, including daily, monthly and SYSBACK

Day 3 SDS Key Data Files

- Player Tracking, including Data Flow, monitoring and maintaining pipes
- File Maintenance, including system and user configurations and maintenance
- DB2 Maintenance including proper procedures for routine maintenance and switchover

Day 4 Routine Operations and Troubleshooting

- Diagnostic Reports, including Dual, SDT.log, Errdis Rpt, Diapro and ioctrl.log
- Starting/Stopping Apply
- IOCTRL Issues
- Batch File set-up and edits

Cost of Training at a Bally Training Facility: \$1,000 per person, per day