



COSTLEY ENTERTAINMENT

**GAME ROOM
TRAINING
GUIDE**



**cicci's
pizza™**

YOU'LL LEARN THIS:

The Basics

Selling a Game Card NEW

Selling a Game Card RELOAD

How to Create PROMO Cards

How to Combine Cards

Guest Concerns

How to Handle a Complaint of Missing Credits/Tickets

How to Add Credits or Tickets

How to Address Long Lines

How to Check the balance on a card

Manager Concerns

How to Check the History of a Play Card

How to Check for Theft

How to Add a Team Member

Daily Duties

OMC

How to Process End of Day

Maintenance

Troubleshooting

Contact Us



Unparalleled commitment to be the best

New wave cutting edge ideas

Teamwork in all we do

Otstanding leadership

Uncompromised ethics

Consistent execution

Hunger to serve our guests

Attitude is everything

Be stubborn with the standard

Learn all you can/teach all you learn

Exceed all expectations

The Culture in the restaurant is the Culture for the game room. Taking an

UNTOUCHABLE

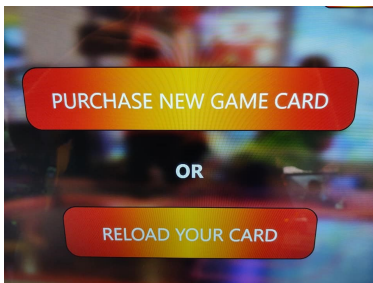
approach to game room execution will provide the best possible guest experience and keep them coming back for more!

The Basics



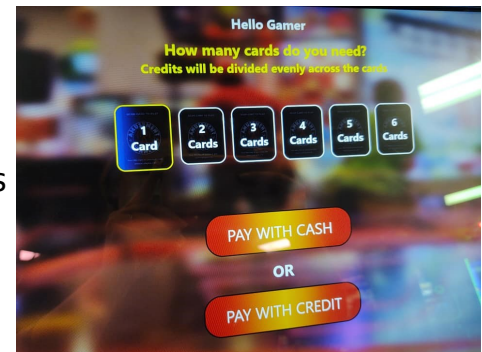
Selling a Game Card-NEW

1. Direct the Guest to the Amusement Connect Kiosk



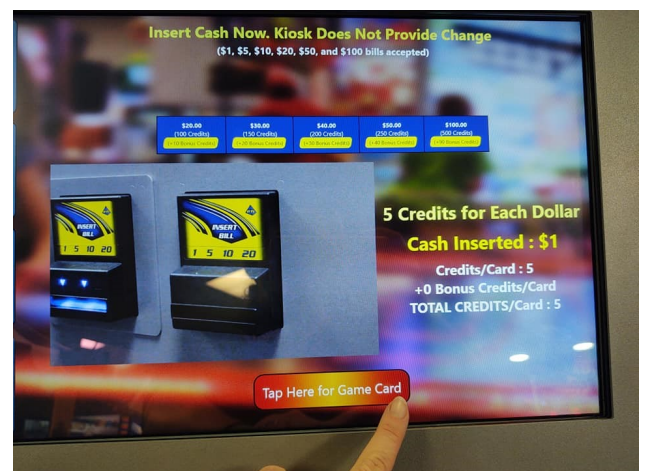
2. Select Purchase New Game Card (this will clear any existing credits/tickets on the card and create a new "card life.")

3. Next, select how many cards the guest wants the credits split to. Any bonus credits will also be split across the cards.

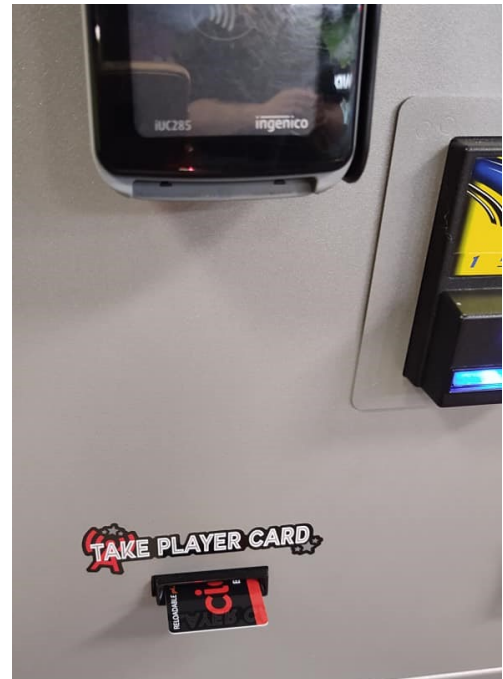


4. To pay with Cash, select Pay with Cash. The kiosk will display common card amounts with the bonus credits for those amounts, however, these are for a guide only. You can not select these buttons. When paying with cash, the bill acceptor will light up and the kiosk will track how much money has been inserted.

5. When the total amount desired has been inserted, select on "Tap Here For Game Card."



6. The kiosk will dispense the player's card below the credit card reader.

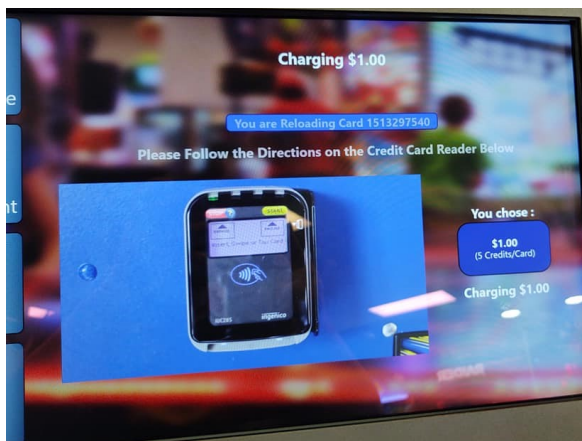


7. To Pay with Credit Card, follow steps 1-4 above, selecting Pay With Credit Card.



8. Guests can select a predetermined amount (unlike paying with cash, these buttons are able to be selected), or select "Others" to put in their own choice.

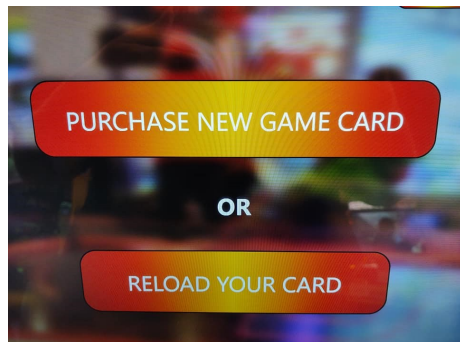
9. Enter the desired amount and select Enter. The blue screen on the right will display the number of credits per card as well as any bonus credits that have been earned.



10. Guests will then be prompted to insert their card into the card reader and follow the prompts. When the sale has completed, the kiosk will display a screen telling the guest how many credits are on the cards.

Selling a Game Card- RELOAD (used card)

1. Direct the guest to the Amusement Connect Kiosk
2. Select Reload your Card. This will keep the current card life, retaining any existing credits/tickets and just adding to the ticket total.



3. The screen will prompt the guest to scan their current card below the bill acceptor. Scan the card.



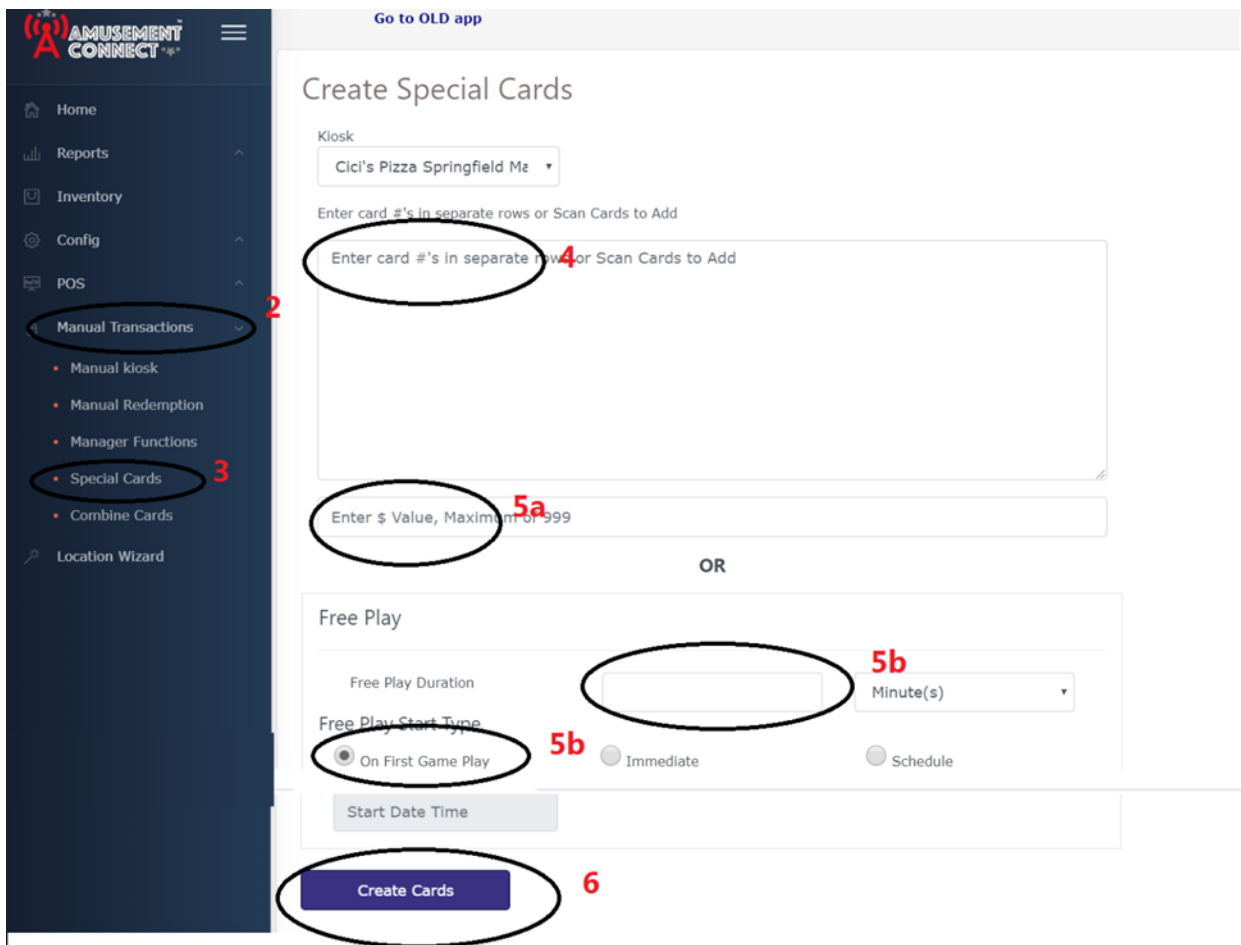
4. After scanning the card, the Kiosk will prompt the guest to pay with cash or credit. From here, the steps are the same as selling a new game card, with the exception that a new card will not be vended.

THE KIOSK DOES NOT GIVE CHANGE ON CASH TRANSACTIONS!

This is stated multiple times on the kiosk, but there are still instances when guests will put in a larger bill, not realizing they can't get change back. Use these opportunities to WOW the guest and do whatever it takes to be UNTOUCHABLE.

How to Create Special (PROMO) Cards

1. Open app.amusementconnect.com on Web Browser (if on POS APP, select windows button on keyboard to select web browser)
2. Select Manual Transactions
3. Select Special Cards
4. Click on the first text box
5. Scan all cards that need to be made with same dollar/time amount
Enter \$ amount or:
Select time of freeplay to begin on 1st game play
6. Select Create Cards



How to Combine Cards

1. Open Amusement Connect on Web Browser (if on POS APP, select windows button on keyboard to select web browser)
2. Select Manual Transactions
3. Select Combine Cards
4. Click on text box for destination card and scan the card the guest is keeping
5. Click on the 2nd text box labeled "source card(s)"
6. Scan or type in all cards that are moving to the destination card
7. Select to either move credits, tickets, or both. This will automatically update the screen
8. Confirm destination card has correct amount of credits/tickets, recycle source cards

The screenshot shows the 'Combine Credits/Tickets' interface in the Amusement Connect system. The interface includes a sidebar with navigation options: Dashboard, Arcade Status, Reports, Inventory, Config, POS, Manual Transactions (2), Manual Kiosk, Manual kiosk - OLD, Manual Redemption - OLD, Manual Redemption, Manager Functions, Special Cards, Combine Cards (3), and Location Wizard. The main content area is titled 'Combine Credits/Tickets' and contains the following elements:

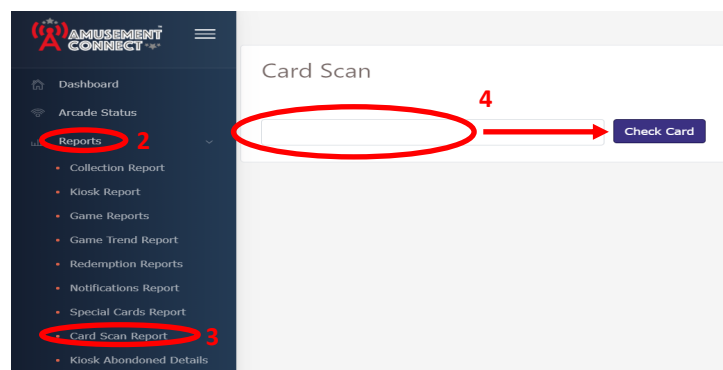
- Instructions:** Enter the destination card and click 'Check Card'. Then enter the source card number or numbers. Click move tickets, move credits or move both to combine cards.
- NOTE:** Entering multiple source cards will automatically move ALL credits or tickets to the destination card. If you only want to move SOME of the tickets or credits, enter only ONE source card and click 'move credits' or 'move tickets'.
- Location:** C/Cis - # 343 - Jacksonville, NC
- Destination Card #:** A text box for entering the destination card number, circled in red with a '4' next to it.
- Check Card:** A button to confirm the destination card.
- Release Card:** A button to release the destination card.
- Credits:** 0
- Tickets:** 0 (8)
- Source Card(s):** A text box for entering source card numbers, circled in red with a '5' next to it. Below it is a red instruction: "6 Scan Cards or Type in one card number per line".
- Move Tickets, Move Credits, Move Both:** Three buttons to select the type of items to move, circled in red with a '7' next to them.

The Amusement Connect logo is visible in the bottom right corner of the interface.

GUEST CONCERNS

How to Handle a Complaint of Missing Credits/Tickets

1. Open Amusement Connect on Web Browser
2. Select Reports
3. Select Card Scan Report
4. Scan Card (if card does not scan, select the text box and enter card #) and select check card



5. Utilize the Kiosk Transactions to see how much money/credits total was added to the card
6. Utilize the Gaming Transactions to see what games were played, how much each game cost, and how many tickets were earned on that game.
 - A. Most of the time, a game did not allow play because there were not enough credits to play.
 - B. If a game is not listed on the gaming transaction, no credits were taken off the card.

Kiosk Transactions							
RFID Id	Kiosk	Amount	Type	Value	Transaction Type	Transaction Time	Created By
2531398228	Cicis Peoria Paystation	20.00	CASH	55.00	New Card	10/19/2020 7:09:52 PM	

Showing 1 to 1 of 1 entries \$ amt added to card

Gaming Transactions							
RFID Id	Arcade Machine Name	Location	Credits Used	Tickets Earned	Transaction Date	Mobile Play	
2531398228	[Redemption]-[#148]-[Let's Bounce - Right]	Cicis - #148 - Peoria	5.00	19.00	10/19/2020 7:26:29 PM	No	
2531398228	[Crane]-[#148]-[Ticket Time]	Cicis - #148 - Peoria	5.00	0.00	10/19/2020 7:25:13 PM	No	
2531398228	[Redemption]-[#148]-[Ice Ball FX - Left]	Cicis - #148 - Peoria	3.00	6.00	10/19/2020 7:24:12 PM	No	
2531398228	[Redemption]-[#148]-[Ice Ball FX - Right]	Cicis - #148 - Peoria	3.00	7.00	10/19/2020 7:24:07 PM	No	
2531398228	[Redemption]-[#148]-[NBA Hoops - Right]	Cicis - #148 - Peoria	5.00	13.00	10/19/2020 7:22:45 PM	No	
2531398228	[Redemption]-[#148]-[NBA Hoops - Left]	Cicis - #148 - Peoria	5.00	10.00	10/19/2020 7:22:44 PM	No	
2531398228	[Redemption]-[#148]-[Let's Bounce - Left]	Cicis - #148 - Peoria	5.00	24.00	10/19/2020 7:20:57 PM	No	
2531398228	[Redemption]-[#148]-[Let's Bounce - Right]	Cicis - #148 - Peoria	5.00	12.00	10/19/2020 7:20:56 PM	No	
2531398228	[Video]-[#148]-[Rabbids Hollywood P3]	Cicis - #148 - Peoria	4.00	51.00	10/19/2020 7:17:12 PM	No	
2531398228	[Video]-[#148]-[Rabbids Hollywood P2]	Cicis - #148 - Peoria	4.00	13.00	10/19/2020 7:17:10 PM	No	
2531398228	[Crane]-[#148]-[Ticket Time]	Cicis - #148 - Peoria	5.00	0.00	10/19/2020 7:15:56 PM	No	
2531398228	[Redemption]-[#148]-[Whack N Win]	Cicis - #148 - Peoria	5.00	21.00	10/19/2020 7:13:32 PM	No	

6. If it is determined that a machine malfunctioned and did not allow play/credits, add CREDITS (do not add tickets) to the card by:

How to Add Credits or Tickets

1. Open Amusement Connect on Web Browser (if on POS APP, select windows button on keyboard to select web browser)
2. Select Manual Transactions
3. Select Manager Functions
4. Scan card or type in card number, select check card.
5. Type in the number of desired credits, click add credits.

The screenshot displays the 'Manager Functions' interface in the Amusement Connect system. The left sidebar contains a navigation menu with the following items: Dashboard, Arcade Status, Reports, Inventory, Config, POS, Manual Transactions (circled in red with a '2'), Manual Kiosk, Manual kiosk - OLD, Manual Redemption - OLD, Manual Redemption, and Manager Functions (circled in red with a '3').

The main content area shows the 'Manager Functions' section. At the top, there is a 'Kiosk' dropdown menu set to 'Cicis Peoria Manual Kiosk' and a 'Card No' input field. The input field contains the number '4' and is circled in red with an arrow pointing to the 'Check Card' button. Below this, the 'Card Balance For: 2531398228' is displayed, along with a 'Scan New Card' button.

The interface is divided into two main sections: 'Modify Credits' and 'Modify Tickets'. The 'Modify Credits' section shows the 'Location/Group' as 'Cicis - #148 - Peoria' and the 'Credit Balance' as '3.00'. The 'Modify Credits' input field is circled in red with a '5' next to it. Below this input field are three buttons: 'Issue Refund', 'Add Credits' (circled in red), and 'Remove Credits'. The 'Modify Tickets' section shows the 'Location/Group' as 'Cicis - #148 - Peoria' and the 'Ticket Balance' as '0'. The 'Modify Tickets' input field is set to 'Maximum of 9999 Tickets'. Below this input field are two buttons: 'Add Tickets' and 'Remove Tickets'.

DID YOU NOTICE?

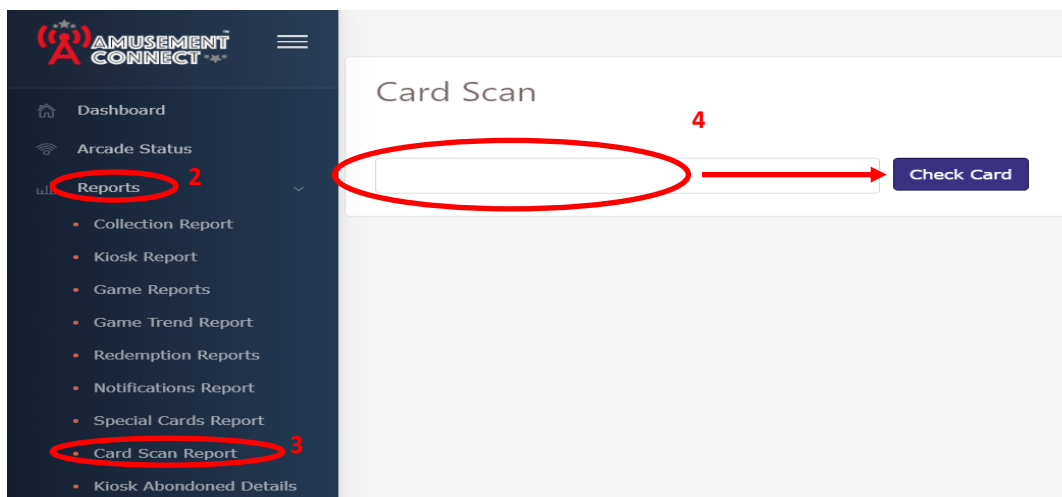
You can also remove credits (if added on accident) and modify tickets on cards for redemption rooms on this same screen.

How to Check the Balance on a Card

1. Encourage the Guest to use the kiosk. Provide an UNTOUCHABLE guest experience and walk them through how to do it!

You can also:

1. Open Amusement Connect on Web Browser
2. Select Reports
3. Select Card Scan Report
4. Scan Card (if card does not scan, select the text box and enter card #) and select check card



The Card Life Drop Down Menu will allow you to look through all uses of the card. Each time it is vended through the kiosk, or credits are added as a NEW card through the Amusement Connect POS, a new card life is created.

Card # : 2531398228
Not Registered
Card Life : 7

Summary

Location	Credits Used	Credits Used in POS	Credit Balance	Tickets Earned	Tickets Redeemed	Ticket Balance	Prize Redeemed	Games played
Cicis - #148 - Peoria	54.00	0.00	3.00	176	0	0	11	12

Manager Concerns

How to Check the History of a Play Card

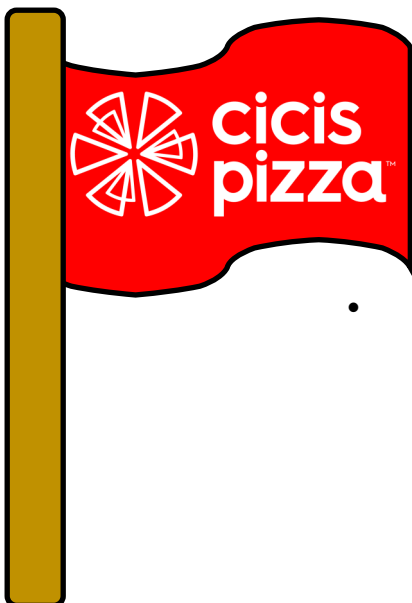
1. Open Amusement Connect on Web Browser
2. Utilize the Card Scan Report and enter the card number
3. Select Card Life to see history of that cycle
 - a. Gaming Transactions will show all games played and when, credits used and tickets earned
 - b. Kiosk Transactions will show any time the manual kiosk was used to add or remove credits or special (free or promo) play
 - c. Card Transfer From This Card will show any credits/tickets moved from the scanned card and to what card they moved
 - d. Card Transfer To This Card will show any credits/tickets that were moved to the scanned card and the card they came from

BEST PRACTICE

Operators/Managers should do a card scan audit regularly.

Check for:

- credits/tickets added to cards
- multiple credit/ticket transfers from or to cards
 - after hours game play
- unauthorized free play cards
- redemption on free play cards
 - other red flags



How to Check for Theft-Card is Present

1. Utilize the checklist for “How to Check the History of a Play Card.”
2. Look for instances of tickets or credits added without purchase
3. Check for unexplainable timed free play
4. Check for added credits/tickets that result in redemption of high ticket items

How to Check for Potential Theft-Card not Present

1. Select Reports
2. Select kiosk report
3. Enter the desire dates and click search
4. Under special cards and free play cards, look through the cards listed.
5. Click on the card number to pull up the card scan report for that card.

Theft is an unfortunate occurrence in our restaurants. In the event of suspected theft, the Amusement Connect system allows us to track every step of a card, from beginning to end.

This system does not function in its full capacity if team members/managers do not use their unique log ins to assist the guests. Your ability to track movement on cards requires an individual log in for each user.

How to Add a Team Member

1. Open app.amusementconnect.com on Web Browser
2. Select Location Wizard
3. Select the edit button to the right of your location
4. Select the Users Tab
5. Select Create User
6. Enter Name, Email*, password, role, and click the plus next to the location in the location drop down menu.
7. Select Create
8. You can edit users permissions/change passwords/etc in the Users tab

*The email address becomes their username for log in

Daily Duties

Opening/Mid/Closing Duties

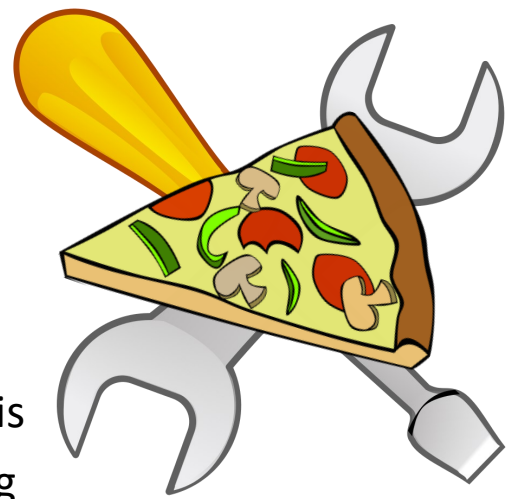
1. Sweep and mop
2. Clean glass on all games, windows, kiosks
3. Put mats out (or pick up at close)
4. Test games that have frequent issues
5. Conduct a walkthrough of game room every 30 minutes
6. Conduct a ball count on any games with balls



ALWAYS LOOK FOR AN OPPORTUNITY TO ENHANCE THE GUEST EXPERIENCE!

If you see a guest that is looking around, approach them to see if they need help. Providing assistance at the kiosk, at a game, or addressing game malfunctions quickly provide our guest with an visit that will keep them coming back time and time again!

Troubleshooting



Game Issues happen, but Costley Entertainment is here to help! Our advanced QR code and ticketing system makes maintenance MOBILE! Each game is equipped with a unique QR Code.



Need more advanced help than the common fixes? Click on Manual to get a digital version of the games user manual.

Is the issue more than you can fix in store? NO PROBLEM!

Click on Get help to be directed to our online ticketing system where you can submit a support ticket directly to our support team to further assist you.

You can also access the ticketing system at
ceapp.us/help

When the trusty unplug/replug trick doesn't work, scan the QR Code to be taken to a user manual of common problems.

Galaga Assault



Common Fixes

1. Turn the game off for 60 seconds, and then reapply power.
2. Verify the card reader / coin mechs are operating correctly and coin up on use. Machine will make a noise on successful coin up

Need Additional Support?

- [Manual](#)
- [Get help](#)

Contact Us

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