



# Gold Rush City

## Point of Sale Device

### Owner Operator Manual

Revision: 1.0  
Date: 4/14/25



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### Disclaimer

The information contained in this instruction manual is for information purposes only. The sweepstakes sponsor is not responsible for any errors or omissions, or for the results obtained, from the use of this information. All information in this instruction manual is presented "as is" with no guaranty of completeness, accuracy, or for the results obtained from its use. This instruction manual is not intended to be a safety guide. You must take all safety precautions that you believe are necessary. Your use of this information is at your own risk. This instruction manual is not a product warranty. THE SWEEPSTAKES SPONSOR MAKES NO EXPRESS OR IMPLIED WARRANTY AND DISCLAIMS ALL OTHER WARRANTIES WITH RESPECT TO THE INFORMATION CONTAINED HEREIN

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## Symbols Used in This Guide



Indicates a **Note** or tip that the Operator should be aware of or may be helpful during the set up.



Indicates a **Warning** in which the Operator should pay close attention as an error may occur, damage to the machine, software or injury to the Operator may also occur.

## Introduction

The GRC Point of Sale (POS) device has a simple setup that is easy to operate with powerful features for the administration of financials in Game Rooms and other venues. This manual is designed for Owners and Operators to use in managing the GRC POS and its various features and settings.



The GRC POS will arrive ready for setup and include all of the components and items necessary for its operation. The Operator will need to follow the Initial Setup instructions prior to use and will require proper placement and a wired internet connection.

The GRC POS has versatile form and may be set up as a fully functional POS with a Printer and Touch Screen that utilizes an on-screen keypad as well as a standalone PC that uses a standard monitor, mouse and keyboard depending on the needs of the location.

The GRC POS has Firmware that was designed for use with [Primero Web Portal](#). A Primero Web Portal account is not necessary for its function, however the Primero Web Portal will allow the Operator to access remote management of the GRC POS and is especially helpful if managing more than one POS at multiple locations. If interested in signing up for a Primero Web Portal account or if the Operator has questions about the Primero Web Portal and how it can enhance the GRC POS operator functionality, please call 770-476-0311.

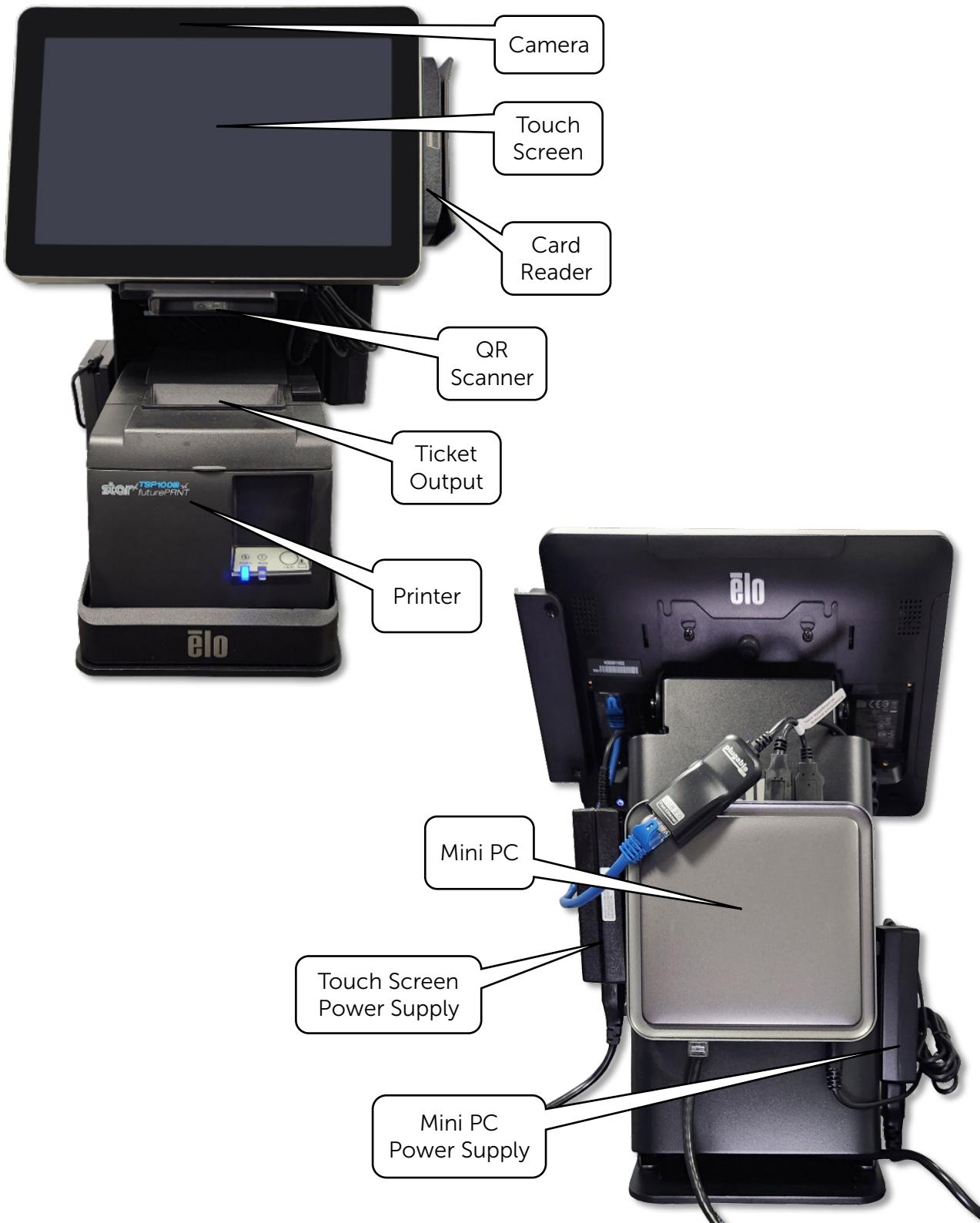
## Operator Warnings

### Default Passwords and PINs

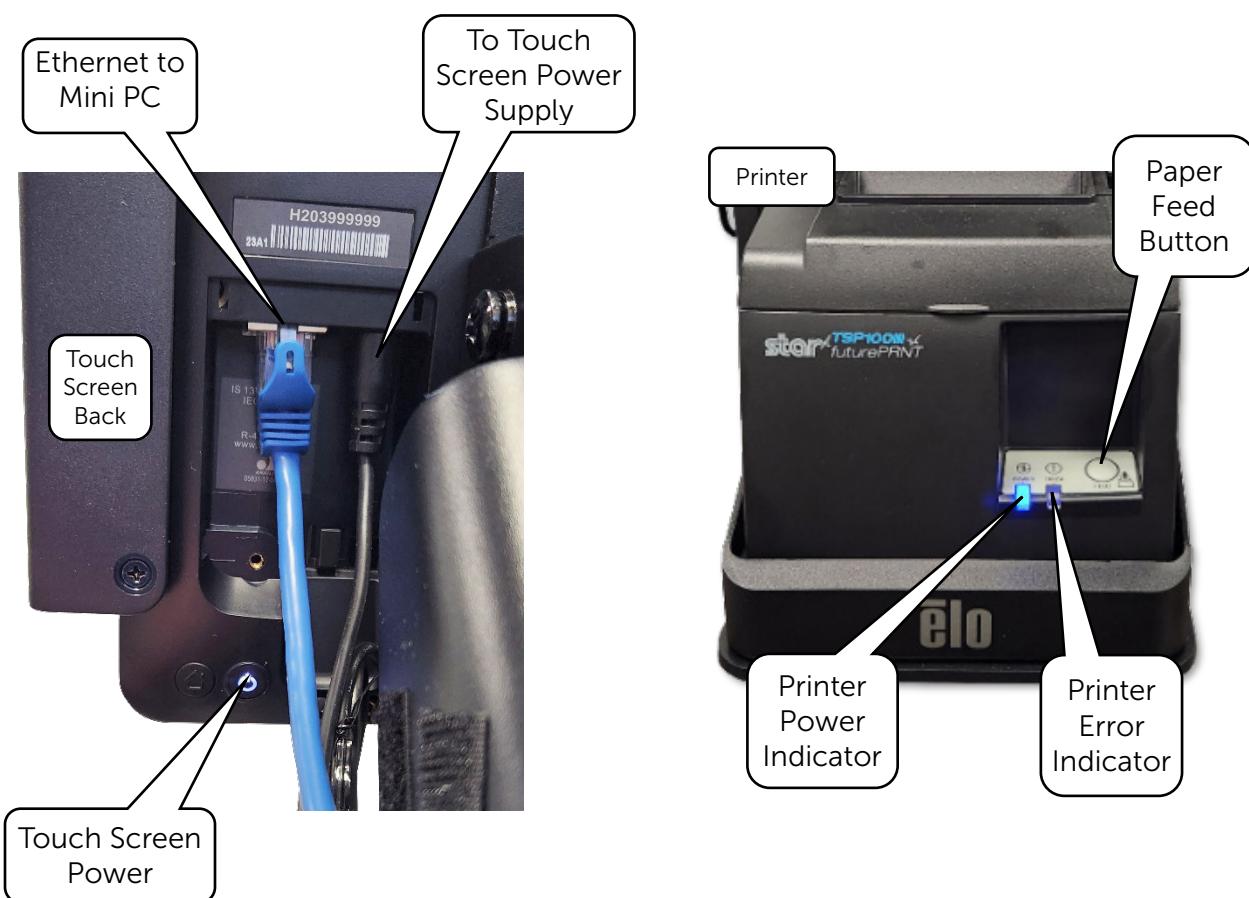
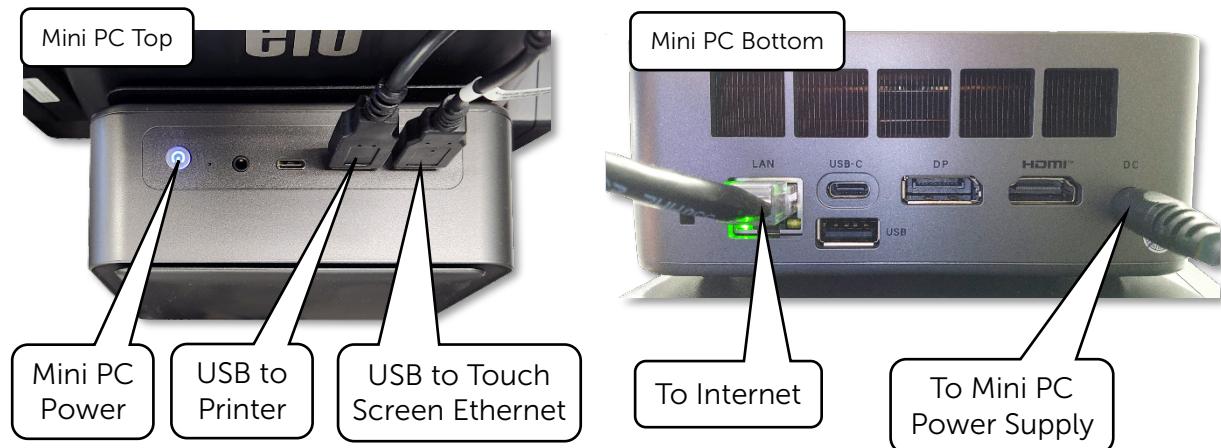


**Warning:** The Operator should change any and all default passwords and PINs before placing the GRC POS in service for use. Failure to change default access may compromise the security of the POS and its operation.

## Components



## Inputs and Power



## Navigation and Display

Navigation on the GRC POS is via Touch Screen on a tablet.

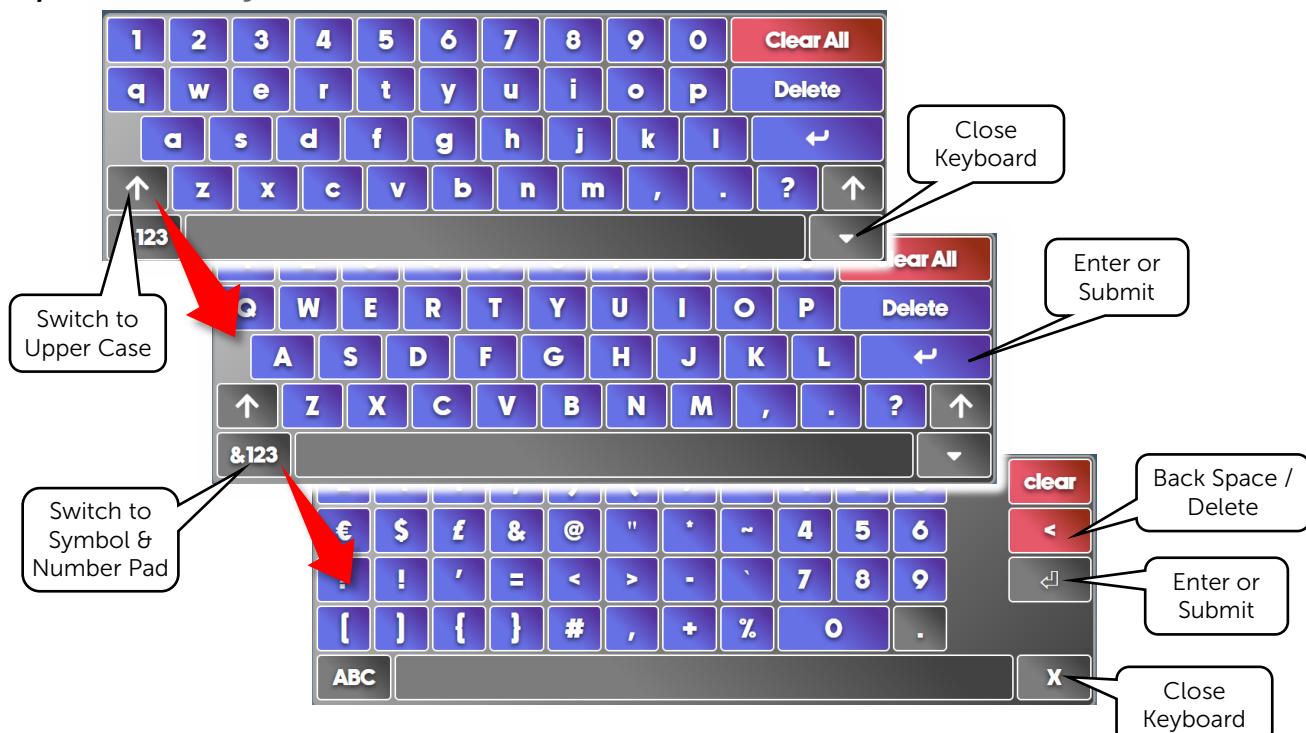
**Note:** If the POS is connected directly to a Monitor with a resolution height of 820 or more, the system will disable the on-screen keyboard and touch screen functions in favor of an external keyboard and mouse.



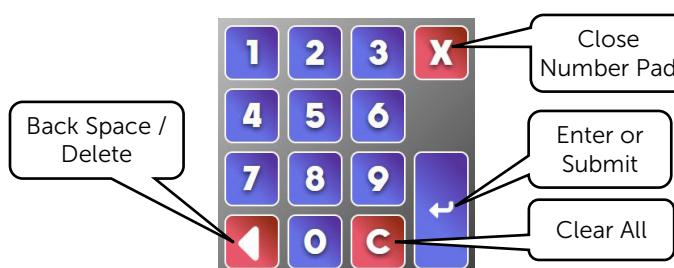
### Data Entry

Information is entered via pop up Alphanumeric Keyboard or a Number Pad. The Alphanumeric Keyboard has 3 entry methods, lower case, upper case and symbols with a number pad. The Number Pad is used for the entry of numbers only such as PINs and financial data.

#### Alphanumeric Keyboard



#### Number Pad



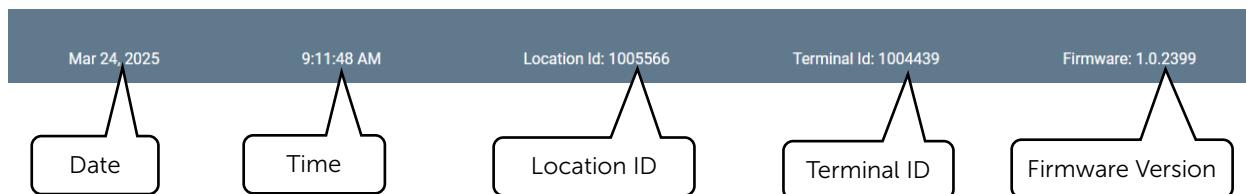
## Pages

Tap the Arrows to move to the Next or Previous pages or Tap the Page Number to Select a Specific Page.



## Footer Information

The Footer on every page displays the Date, Time, Location ID, Terminal ID and Firmware Version for the POS. The Date and Time can not be changed, but the Time Zone may be adjusted. The Location ID and Terminal ID are set in the [Primero Web Portal](#) and the Firmware Version shows the latest update.

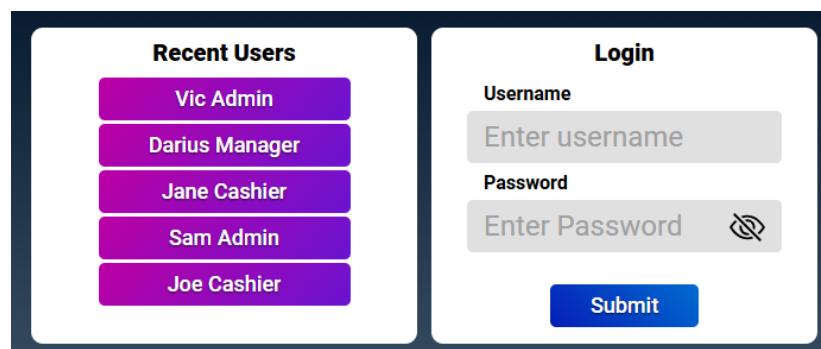


The Footer Displays the Following:

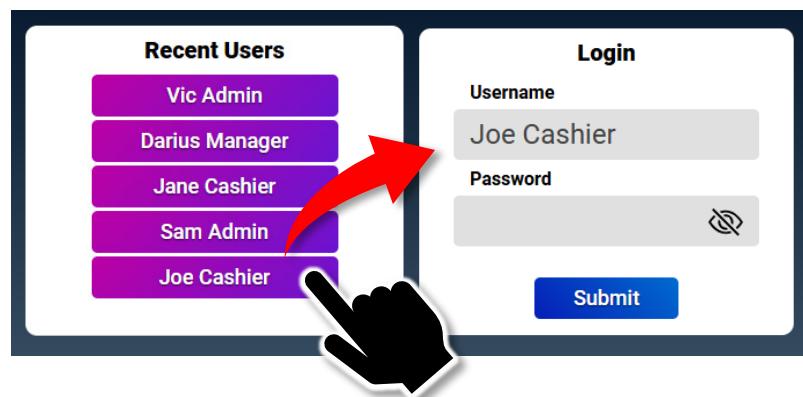
- [Date](#) – Displays the Current Date and is synchronized via Internet Connection.
- [Time](#) – Shows the Current Time and is synchronized via Internet Connection. See [Time](#) under the [Settings](#) section to update the Time Zone.
- Location ID – Displays the Location ID for the POS as set in the [Primero Web Portal](#).
- Terminal ID – Shows the Terminal ID for the POS as set in the [Primero Web Portal](#).
- Firmware Version – Displays the current version of the Firmware installed on the POS.

## Login Screen

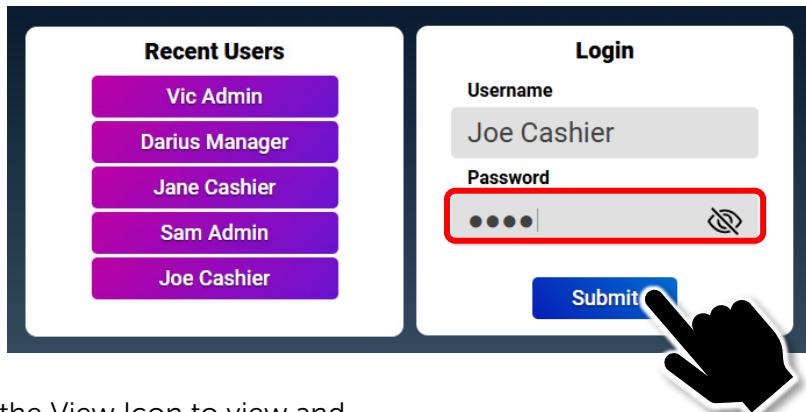
The Login Screen is the starting point for a User to log into the GRC POS application. The Left box shows a list of the 5 most recent Users to log in.



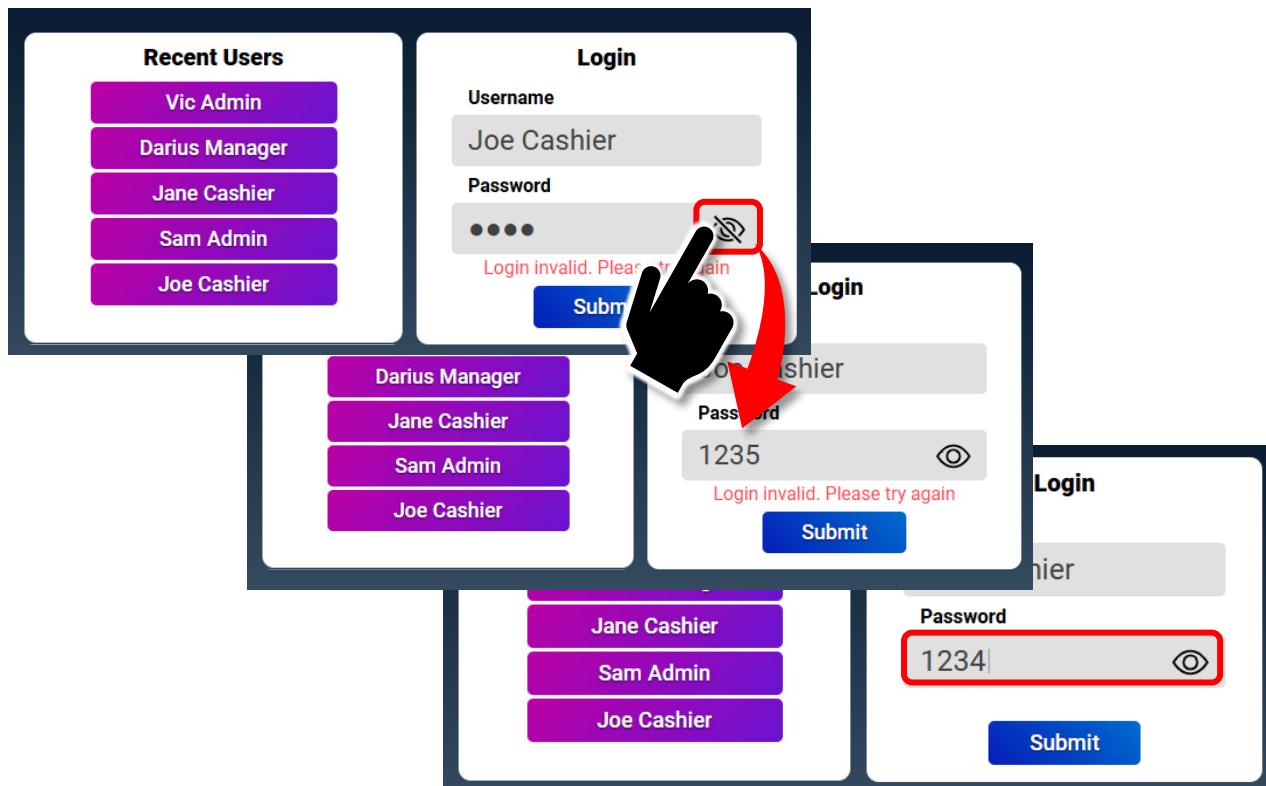
Tap on a User to auto fill the User Name.



Enter the Users Password and Tap Submit to login.



If the Password is incorrect, Tap the View Icon to view and double check the password and re-enter if necessary.



## Admin Menu

The Admin menu is always available for all users and on all menus, even when not logged into the POS. This menu is accessed by Tapping or clicking twice in the Lower Right corner of the screen. The Game Room version of the POS will have 5 Menu options with an addition 2 menu options for the Standard POS. The Menu options include Set Out of Service, Reboot, Status, Send Log, and Test Print with Restart App and View Logs being added for the Standard POS version.



The Admin Menu has the following options:

- [Set Out of Service](#)
- [Reboot](#)
- [Refresh App](#)
- [Status](#)
- [Send Log](#)
- [Test Print](#)
- [View Logs](#)

***Close***

**Close**

Once tapped, The Admin menu will remain open for about 10 seconds and close automatically. To close the menu manually, tap the Close button.



## Set Out of Service

### Set Out of Service

When the POS is placed Out of Service, only the Admin Menu is accessible. The POS will not allow User or Players to Login.

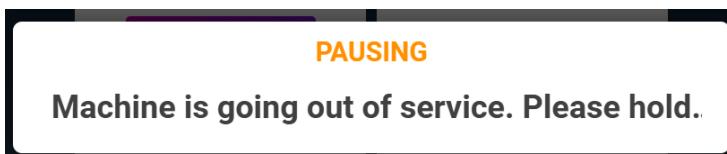
To place the POS Out of Service:

1. Tap the Set Out of Service button.

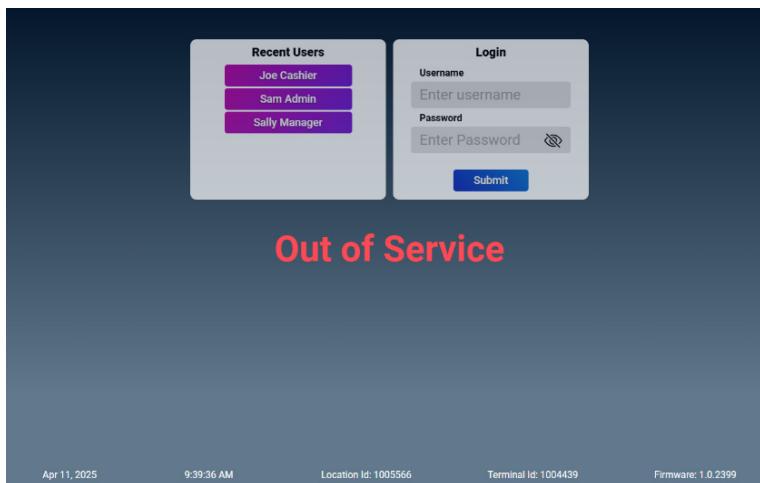
**Set Out of Service**



A message will pop up stating the Machine is going out of service.

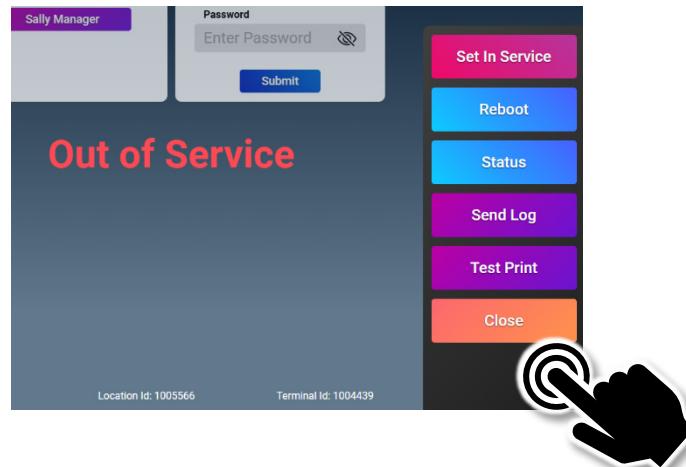


Next the POS will return to the [Login Screen](#) and an Out of Service message will appear on the screen.



To Set Back in Service:

2. Tap twice in the lower Right corner to open the Admin Menu.



3. Tap the Set in Service Button.

**Set In Service**

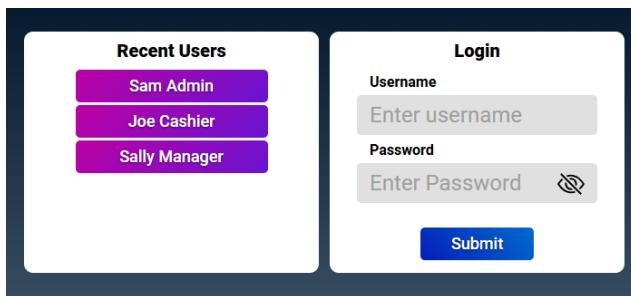


A message will appear indicating the POS is coming back to service.

**UNPAUSING**

**Machine is coming back into service. Please hold.**

Next the Login Screen will appear ready for users to log in.

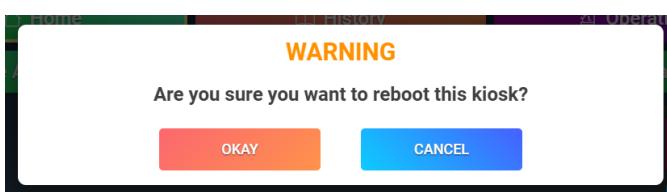


## ***Reboot***

**Reboot**

Tapping Reboot on the Admin Menu will shut down and restart the POS software and components. This can be used to clear errors and correct some minor issues.

A warning will pop up allowing the Operator to confirm or cancel the reboot.



Once confirmed the POS will display the Device IP while it reboots and return the Operator to the [Login Screen](#) once complete.



**Device with IP: 112.166.22.222 is connecting to http://199.118.22.111**

## Refresh App

### Refresh App

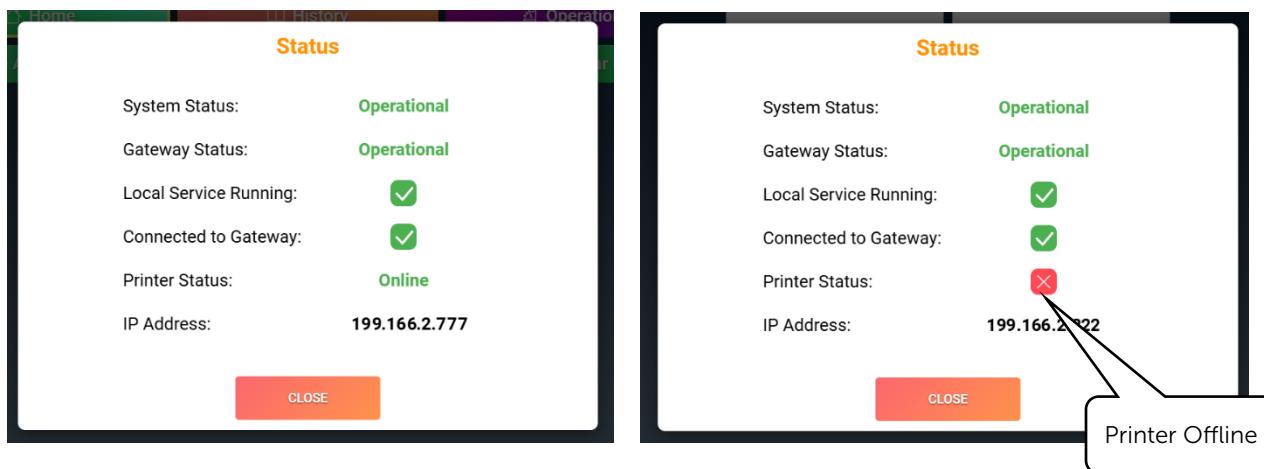
Refresh App is similar to a [Reboot](#) but only restarts the GRC POS Application and no other components.

This feature is Not available on the Game Room POS.

## Status

### Status

From the Status Menu the Operator can view the state of some components and systems within the POS.



The Status Menu Displays the Following:

- **System Status** – Indicates if the POS has been Commissioned, (**Operational**), or Not Commissioned.



**Note:** Commissioning of the POS is performed Remotely by Technicians. If the System Status shows Not Commissioned, call the Support line to have the POS Commissioned back in service.

- **Gateway Status** – Shows if the POS networking system is functioning properly.
- **Local Service Running** – Indicates the POS software is operating properly.
- **Connected to Gateway** – Shows if the POS is connected to the internet.
- **Printer Status** – Indicates if the Printer is powered on, connected and ready to print.
- **IP Address** – Displays the IP address for the POS.



## Send Log

**Send Log**

Tapping Send Log will send a log of the POS Events to Technical Services for analysis. These logs are a more detailed version of the [View Logs](#) available from the Admin Menu.

## Test Print

**Test Print**

Tapping Test Print will print a Test Ticket to be sure the Printer is working properly.

```
***** TEST TICKET *****

Date: 04/10/2025
Time: 04:06:53 PM

Kiosk Id: 1004439
Location Id: 1005566
```

## View Logs

**View Logs**

The View Logs button Displays a list of the various actions and event that have occurred in the GRC POS application and include a Date and Time stamp for each.

This feature is Not available on the Game Room POS.

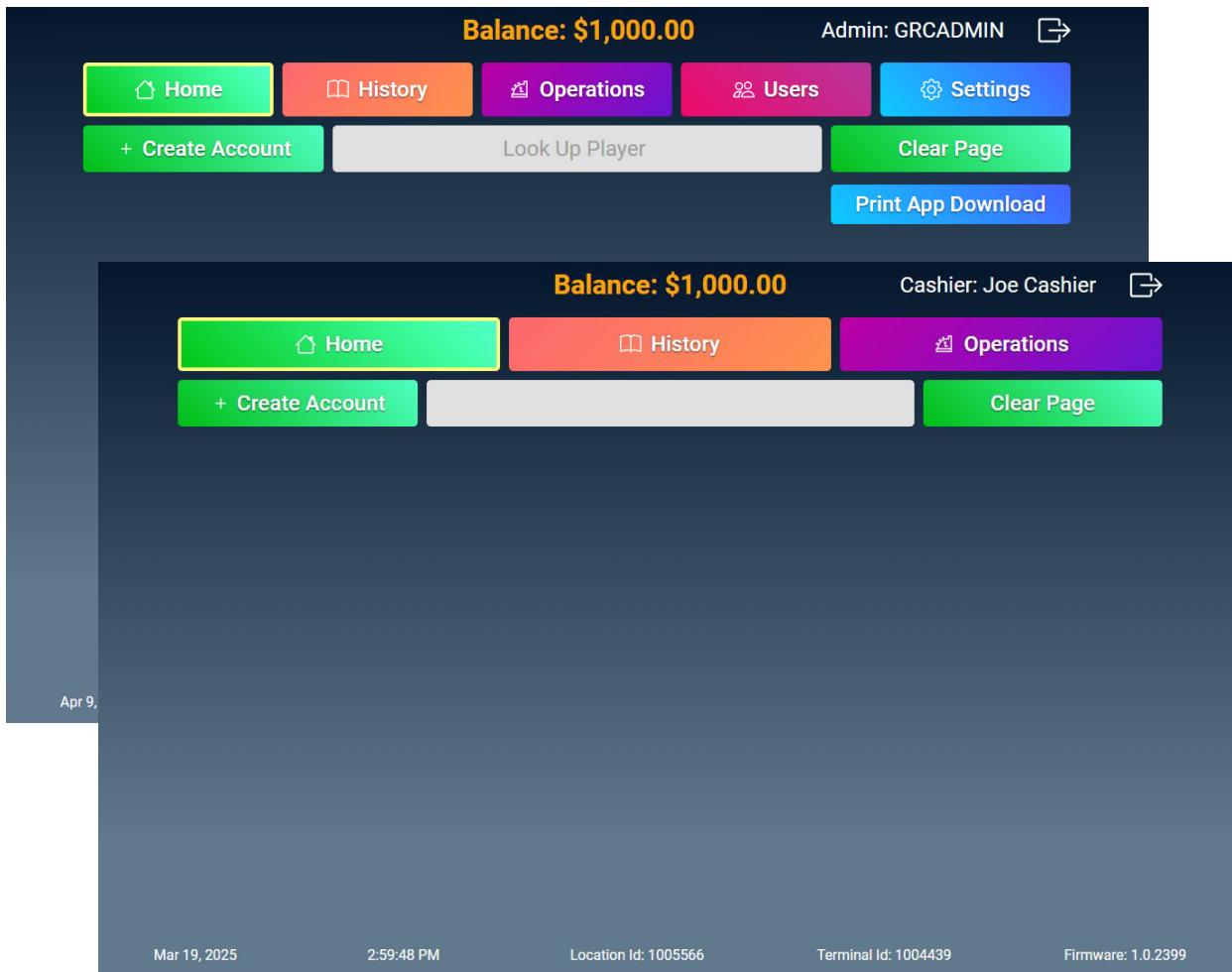
**View Logs**

4/11 12:29:30.29 PM:	{"MessageType": "NetworkConnectionStatus", "Data": "\\"EnvironmentName\\": \"QA\", \"GatewayStatusType": "Enum": 1, \"IpAddress\\": \"192.168.2.214\"")}
4/11 12:29:30.29 PM:	{"MessageType": "InternetConnectionStatus", "Data": "\\"InternetConnectionAvailable\\": true")}
4/11 12:29:30.29 PM:	{"MessageType": "PrinterStatus", "Data": "\\"PrinterStatusResponse\\": \\"Message\\": \"Printer is online and operational\", \"PrinterStatusEnum\\": 1, \"IsSuccessful\\": true")}
4/11 12:29:30.28 PM:	[RESPONSE]: /point-of-sale/cash-drawer-period-get-current - {"data": {"cashDrawerPeriodId": 17, "status": "open", "balance": 2971500, "createdOn": "2025-03-21T15:11:50.435454Z", "lastModified": "2025-04-11T15:12:17.174795Z", "openDrawerAmount": 0, "totalCashIn": 2971500, "totalCashOut": 0, "totalFill": 0, "totalBleed": 0, "closedDrawerAmount": null, "totalNet": 2971500, "periodCloseDate": null, "periodOpenDateTime": "2025-03-21T15:11:50.435227Z", "responseCode": "success", "isSuccessful": true, "httpStatusCode": 200, "response": etc.}}
4/11 12:29:30.28 PM:	{"MessageType": "LoginRequirementsStatus", "Data": "\\"LoginAllowsScanning\\": false, \"LoginRequiresMFA\\": false")}
4/11 12:29:30.28 PM:	[RESPONSE]: /point-of-sale/get-timezones - {"data": {"currentTimezoneId": 6, "list": [{"id": 1, "name": "America/Anchorage", "description": "Alaska Standard Time (America/Anchorage)"}, {"id": 2, "name": "America/Chicago", "description": "Central Standard Time (America/Chicago)"}, {"id": 3, "name": "America/New_York", "description": "Eastern Standard Time (America/New_York)"}, {"id": 4, "name": "Pacific/Honolulu", "description": "Hawaii-Aleutian Standard Time (Pacific/Honolulu)"}, {"id": 5, "name": "America/Denver", "description": etc.}]}
4/11 12:29:30.28 PM:	SignalR: Connected
4/11 12:29:30.28 PM:	{"MessageType": "FeatureStatus", "Data": "\\"IsDonglePresentAndValid\\": false, \"IsPullTabsFeatureEnabled\\": false")}
4/11 12:29:30.28 PM:	{"MessageType": "TerminalStatus", "Data": "\\"TerminalStatusTypeList\\": [1])}
4/11 12:29:30.28 PM:	[PAYLOAD]: /point-of-sale/cash-drawer-period-get-current - {}
4/11 12:29:30.28 PM:	[RESPONSE]: /point-of-sale/get-recent-users - {"data": {"list": [{"name": "Game Room", "status": "Successful", "lastStatus": "2025-03-29T15:11:50.435454Z", "lastAccess": "2025-03-29T15:11:50.435454Z", "status": "2025-03-29T15:11:50.435454Z"}]}}

**Close**

## Main Menu

The Main Menu has 2 basic views, one for Admins and the other for Managers and Cashiers. The Admin view shows 7 buttons for the various pages in the GRC POS system, Home, History, Operations, Users, Settings and Account Creation as well as a Print App Download button. The Manager and Cashier views are limited to 4 buttons, Home, History, Operations and Create Account.



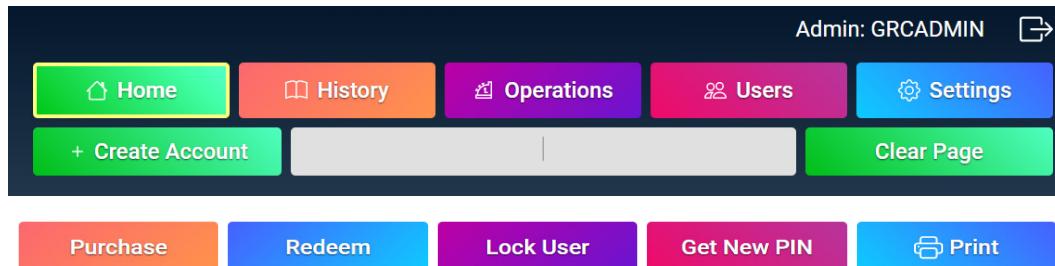
The Main Menu shows the following Options:

- [Home](#)
- [History](#)
- [Operations](#)
- [Users](#)
- [Settings](#)
- [Create Account](#)
- [Print App Download](#)

## Home

### Home

The Home page features a simple Player Look Up so Users can quickly search for players to make Purchases, Redeem winnings, Lock and Unlock Users, Reset PINs and Print Tickets.



From the Home page a User can:

- [Search for a Player](#)
- Process a Purchase
- Redeem Winnings
- Lock / Unlock a User
- Reset a PIN
- Print an Account Ticket

## Search



The Search box allows a User to search for Player accounts and account information.

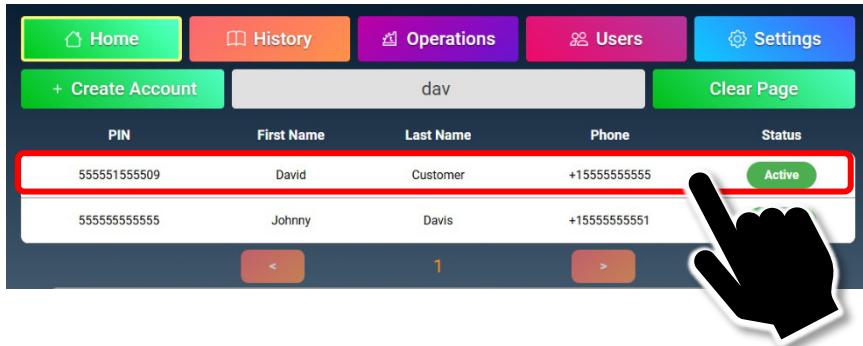
**Note:** The Home Page Search is for Players only, Users accounts cannot be found here. To find a User Account, an Admin may search under [Users](#).

To Search for a Player:

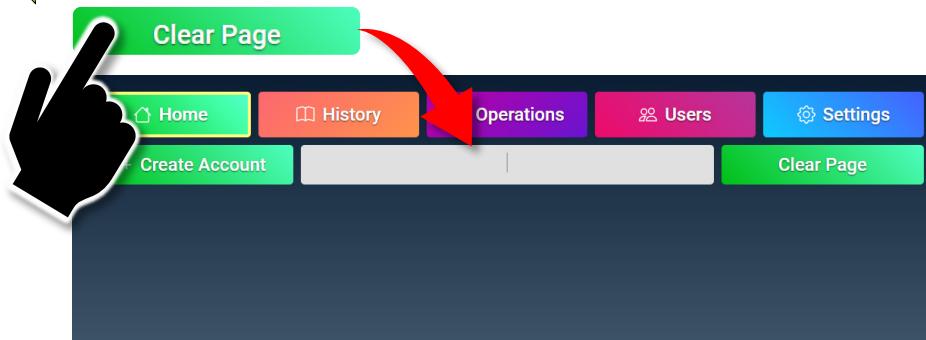
1. Tap the Search field and use the Keyboard to enter the Players First or Last name, Phone Number or PIN. The search requires at least 3 characters to start.



2. Tap to Select the appropriate Player.



**Note:** Tap Clear Page to reset the search.



The Players account information shows, and the Cashier, Manager or Admin can process a [Purchase](#) or [Redemption](#), [Lock / Unlock](#) the account, [Reset the PIN](#) or [Print](#) the account information.

PIN	Phone	Sweeps Coins	Awards
55-55-55-55-55-55	(555) 555 - 5555	88,460	\$4.88
<a href="#">Purchase</a>	<a href="#">Redeem</a>	<a href="#">Lock User</a>	<a href="#">Get New PIN</a>

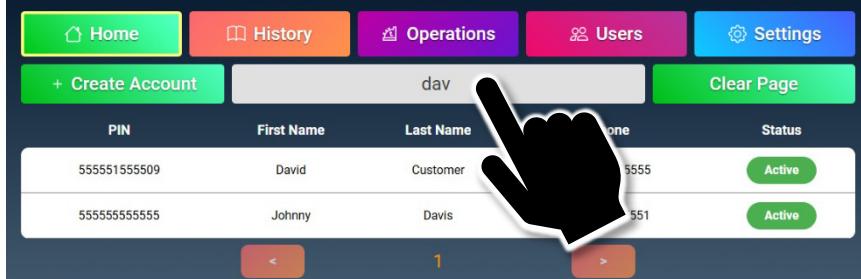
## Purchase

### Purchase

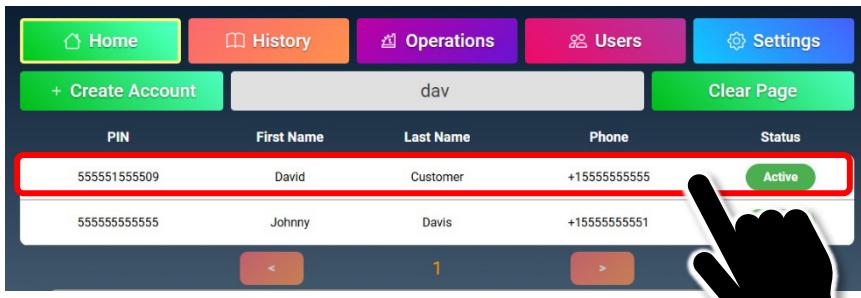
The Purchase page lets Users process the purchase of Sweeps Coins for game play in Gold Rush City.

To process a purchase of Sweeps Coins:

1. Search for the Players account.



2. Select the appropriate player.

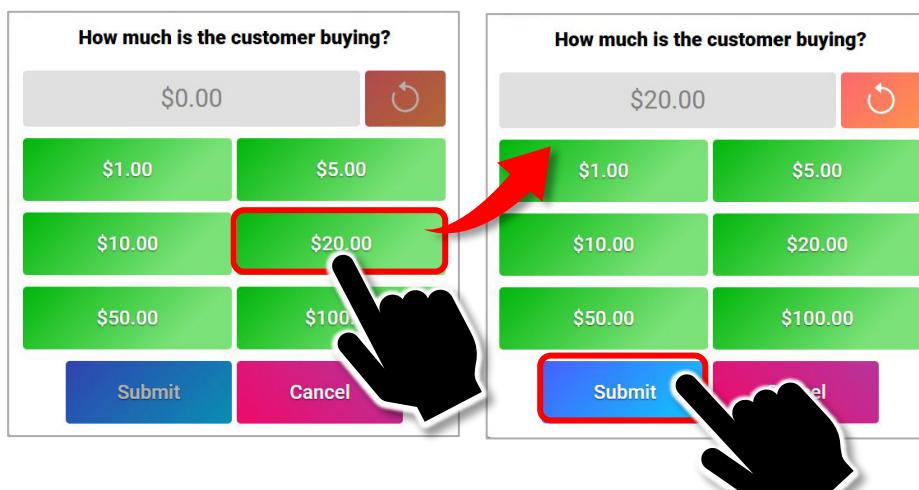


3. Tap the Purchase button.

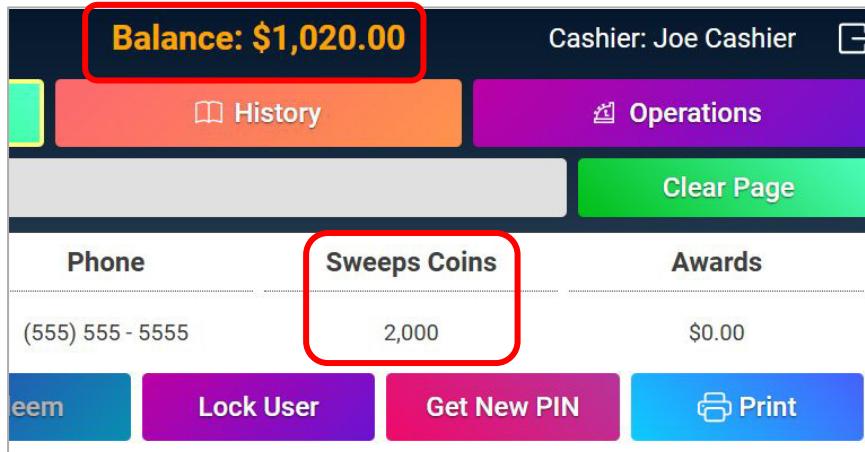
**Purchase**



4. Tap the Amount being purchased and Tap Submit.



The Sweeps Coins show on the Players account and the overall Balance reflects the purchase.



The POS will also print a ticket reflecting the purchase

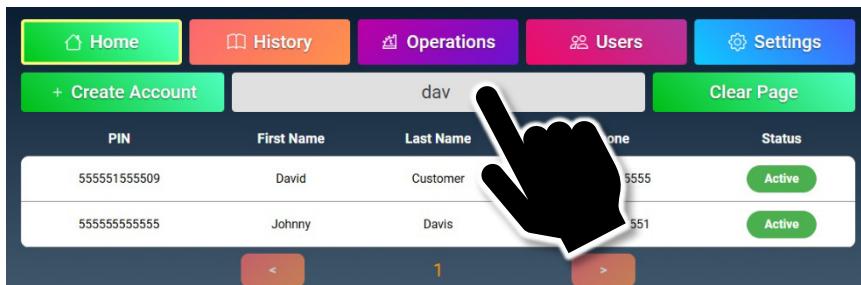
## Redeem

### Redeem

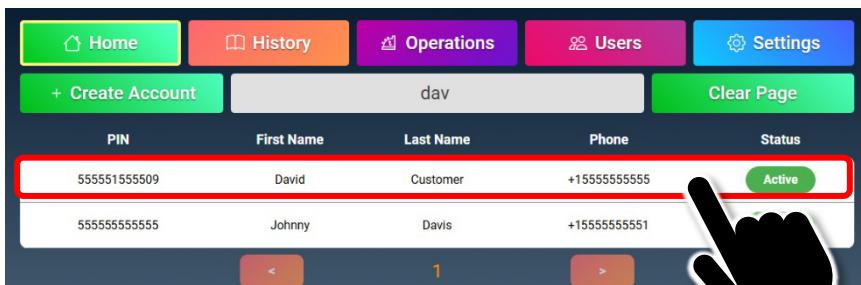
Allows the Cashier, Manager or Admin to process a Player Redemption or payout of winnings.

To Process a Redemption of Player Winnings:

1. Search for the Players account.



2. Select the appropriate player.

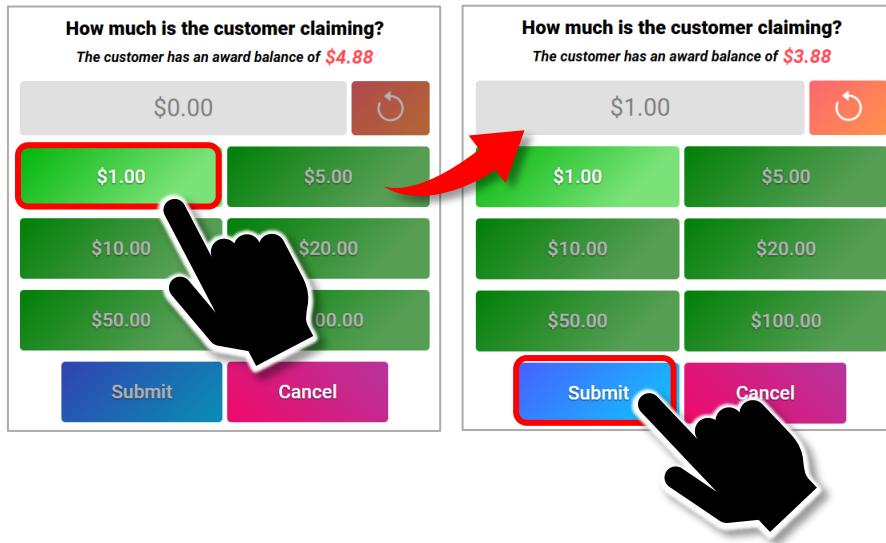


3. Tap the Redeem button.

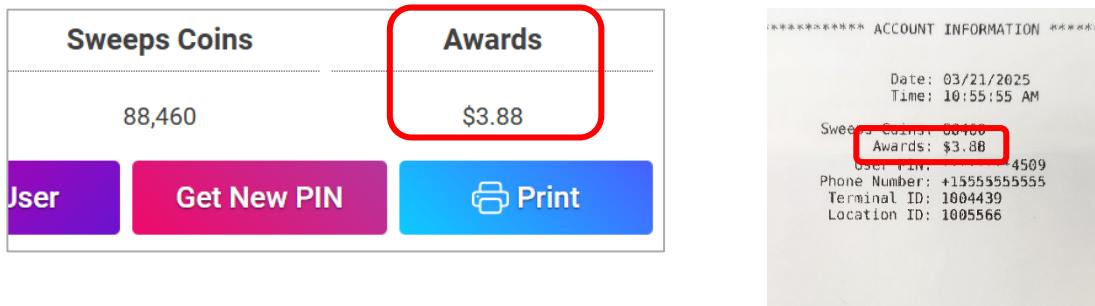
### Redeem



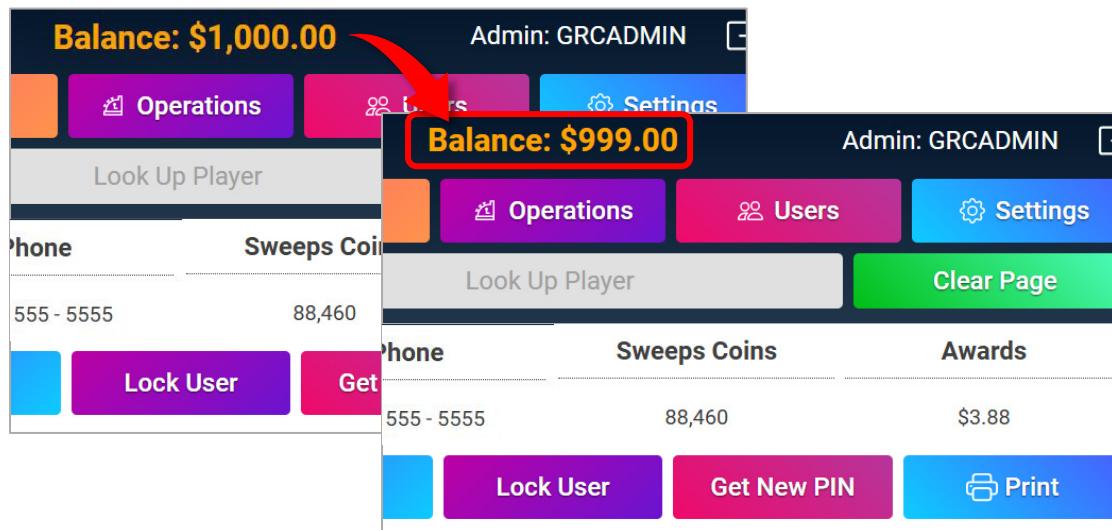
4. Tap the Amount being Redeemed and Tap Submit.



The POS will Print a ticket showing the amount redeemed and deduct the total from the Players Awards.



The POS will also deduct the Amount Awarded from the overall Balance.



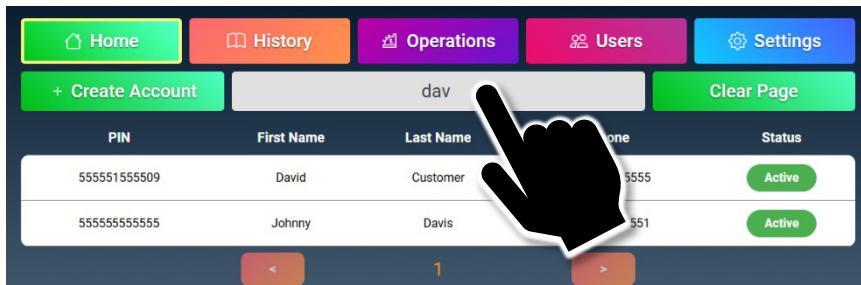
## Lock User

### Lock User

Let's a Cashier, Manager or Admin Lock or Unlock a Player Account for security or other reasons.

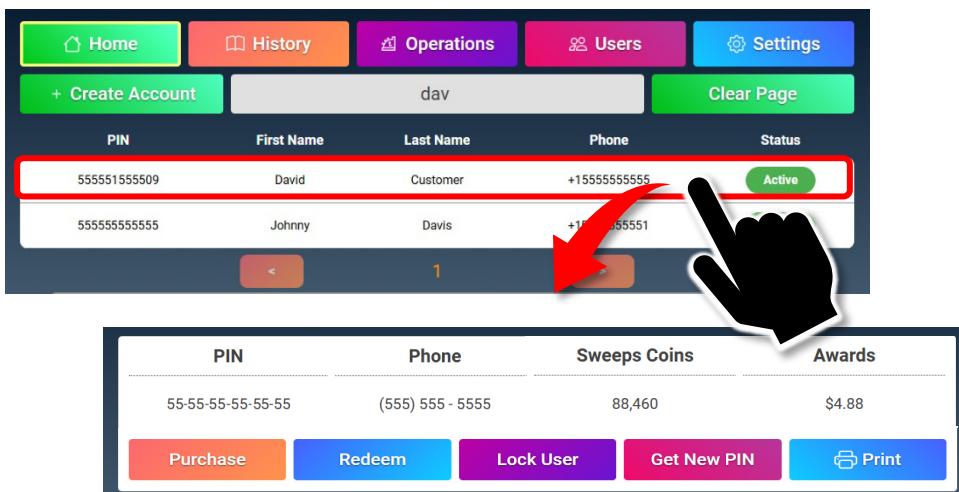
To Lock or Unlock a Player Account:

1. Search for the Players account.



PIN	First Name	Last Name	Phone	Status
555551555509	David	Customer	+15555555555	Active
555555555555	Johnny	Davis	+15555555551	Active

2. Select the appropriate player.



PIN	Phone	Sweeps Coins	Awards
55-55-55-55-55	(555) 555 - 5555	88,460	\$4.88

3. Tap the Lock / Unlock User button.



Lock User

Unlock User

## Get New PIN

### Get New PIN

Allows a Cashier, Manager or Admin to reset a Player PIN.

To reset a Player PIN:

1. Search for the Players account.

PIN	First Name	Last Name	Phone	Status
555551555509	David	Customer	+15555555555	Active
555555555555	Johnny	Davis	+15555555551	Active

2. Select the appropriate player.

PIN	Phone	Sweeps Coins	Awards
55-55-55-55-55	(555) 555-5555	88,460	\$4.88

3. Tap the Get New PIN button.

### Get New PIN

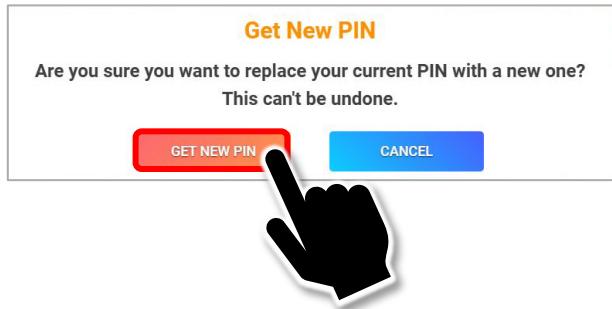
A warning will pop up notifying the Admin or Cashier that this process can't be undone.

Get New PIN

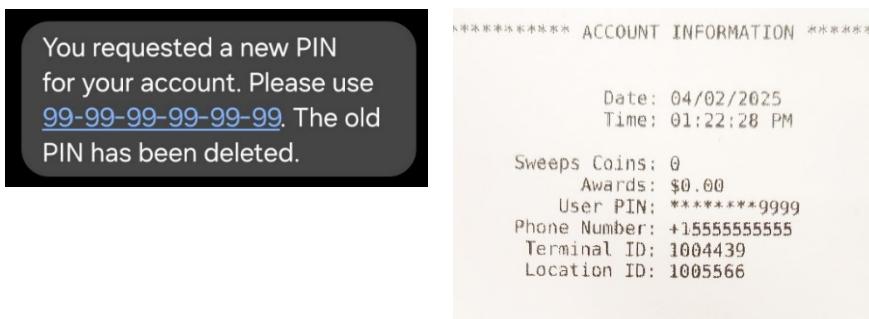
Are you sure you want to replace your current PIN with a new one?  
This can't be undone.

GET NEW PIN CANCEL

4. Tap Get New PIN to continue.



A Text or SMS Message with the New PIN will be sent to the Players Phone and the POS will print as Account Information Ticket.



## Print



Is used by Cashiers, Managers and Admins to print a ticket with the Players current account information.

To print an Account Information Ticket:

1. Search for the Players account.



<a href="#">Home</a> <a href="#">History</a> <a href="#">Operations</a> <a href="#">Users</a> <a href="#">Settings</a>				
<a href="#">+ Create Account</a> <input type="text" value="dav"/> <a href="#">Clear Page</a>				
PIN	First Name	Last Name	Phone	Status
555551555509	David	Customer	+15555555555	Active
555555555555	Johnny	Davis	+15555555551	Active

1

2. Select the appropriate player.



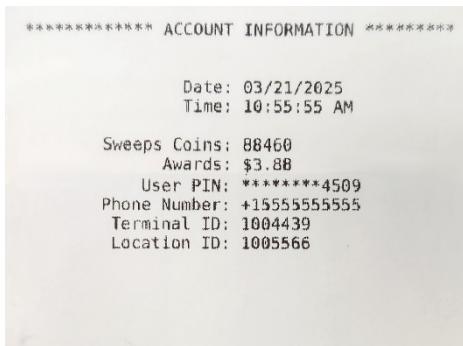
<a href="#">Home</a> <a href="#">History</a> <a href="#">Operations</a> <a href="#">Users</a> <a href="#">Settings</a>				
<a href="#">+ Create Account</a> <input type="text" value="dav"/> <a href="#">Clear Page</a>				
PIN	First Name	Last Name	Phone	Status
555551555509	David	Customer	+15555555555	Active
555555555555	Johnny	Davis	+15555555551	

1

3. Tap the Print button.



The POS will print an Account Information Ticket.



## Create Account

**+ Create Account**

Create Account allows a Cashier, Manager or Admin to create Standard Player Accounts or Guest Accounts from the POS itself.

Standard Account = Uses SMS messages to confirm account.

Guest Account = Does not require SMS messaging for account confirmation.

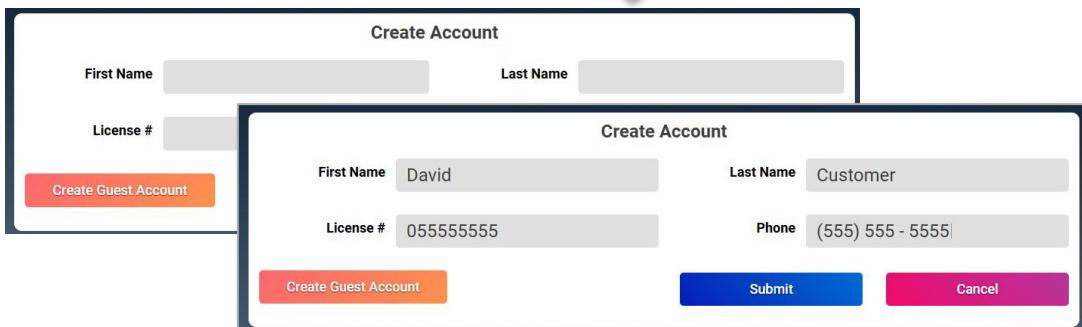
To Create an Account:

1. Tap Create Account.

**+ Create Account**



2. Enter the Players Information.



3. Tap Submit to create a Standard Player Account.

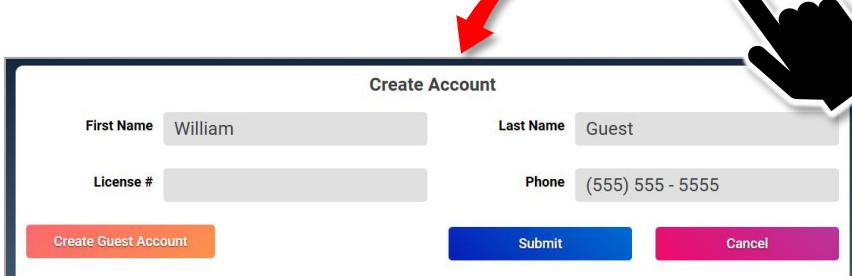
**Submit**



or

Tap Create Guest Account to create a Guest Player Account.

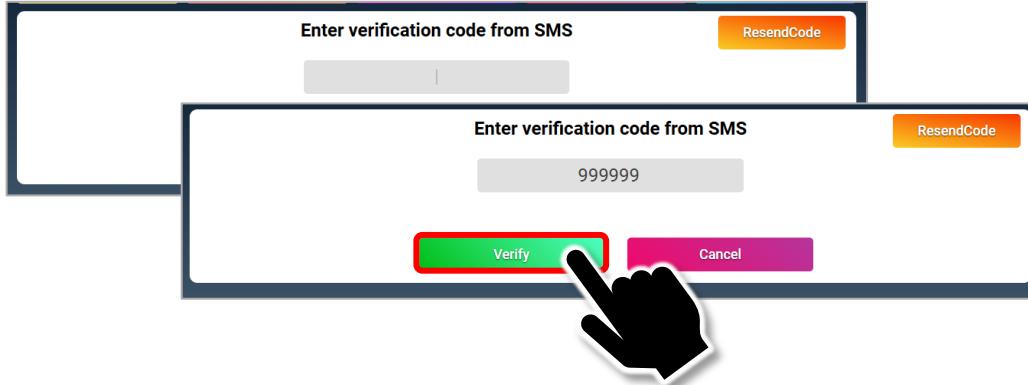
**Create Guest Account**



For a Standard account the POS will send an SMS verification code to the phone number entered when creating the account.

Use the code 999999 to verify your account. Reply with STOP to no longer receive messages regarding your account.

4. Enter the Verification code and Tap Verify.



If necessary, Tap Resend Code to resend the Verification to the Players phone.



Once the account is created the POS will redirect to the Account Information

PIN	Phone	Sweeps Coins	Awards
99-99-99-99-99-99	(555) 555 - 5555	2,000	\$0.00
<a href="#">Purchase</a>	<a href="#">Redeem</a>	<a href="#">Lock User</a>	<a href="#">Get New PIN</a> <a href="#">Print</a>

## Print App Download

[Print App Download](#)

The Print App Download button allows the User to Print a Ticket with a QR Code in which a Player may scan to download the GRC Mobile App.





## History

### History

The History page shows a list of the financial transactions performed by the POS including the Transaction ID, Users PIN, Transaction Type, Account, Date of the Transaction, Amount, and in some cases an Undo Option.

Balance: \$1,020.00
Admin: GRCADMIN
Print

Home
History
Operations
Users
Settings

Search

TRX ID	PIN	Type	Account	Date	Amount	Undo
1000012	**0761	Purchase	Joe Cashier	03/21/2025, 03:29 PM	\$ 20.00	
1000011	-	Fill	GRCADMIN	03/21/2025, 03:28 PM	\$ 1,000.00	
1000010	-	Bleed	GRCADMIN	03/21/2025, 03:28 PM	\$ -1,001.00	
1000009	**4509	Purchase	GRCADMIN	03/21/2025, 03:27 PM	\$ 1.00	
1000008	**4509	Purchase	GRCADMIN	03/21/2025, 03:05 PM	\$ 1.00	
1000007	**0761	Redemption	GRCADMIN	03/21/2025, 12:53 PM	\$ -1.00	
1000006	**4509	Refund	Joe Cashier	03/19/2025, 03:05 PM	\$ -20.00	

<
1
2
>

Mar 24, 2025
9:11:48 AM
Location Id: 1005566
Terminal Id: 1004439
Firmware: 1.0.2399

The History page shows the following:

- TRX ID – Shows the Transaction ID for the item.
- PIN – Displays the last 4 digits of the PIN associated with the Transaction.
- Type – Shows the Type of Transaction that occurred.
- Account – Exhibits the Account ID for the User who processed the Transaction.
- Date – Give the Date and Time of the Transaction.
- Amount – Shows the amount of the Transaction displayed as a deposit or deduction (Red).
- Undo – Presents an Undo Button for transactions that may be reversed.

## Undo

The Undo feature is only available for purchases prior to game play. No other transactions may be reversed and once a game is played after a purchase is processed, the transaction can no longer be reversed.

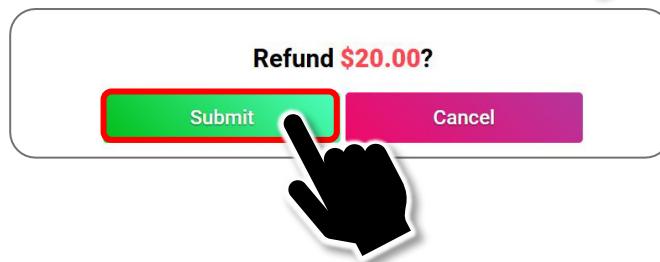
To Undo a Transaction:

1. Tap the Undo Button.

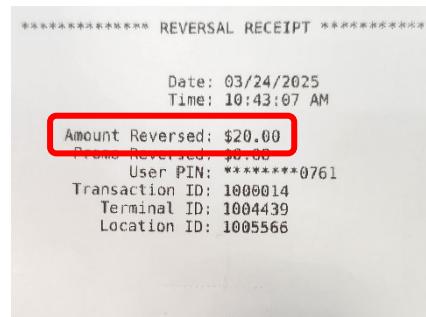
Account	Date	Amount	Undo
Joe Cashier	03/19/2025, 03:02 PM	\$ 20.00	



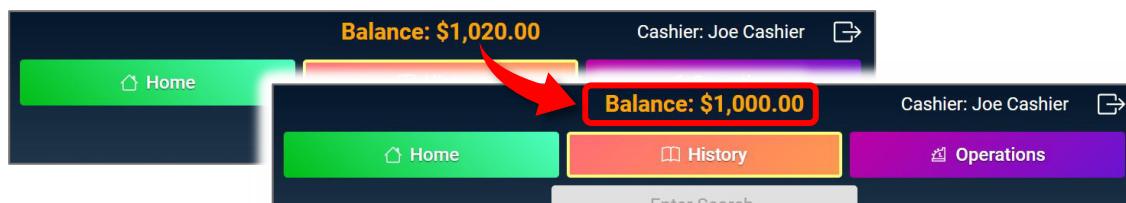
2. A confirmation message will pop up, Tap Submit.



The POS will Print a Reversal Receipt for the customers records showing the amount refunded.



The Amount will also be deducted from the overall Balance and be reflected in the POS History.



TRX ID	PIN	Type	Account	Date	Amount	Undo
1000015	**0761	Refund	Joe Cashier	03/24/2025, 10:43 AM	\$ -20.00	

## Operations

### Operations

The Operations page allows the User or Admin to Open and Close Periods, Perform Fills, and Bleed Funds.

**Balance: \$1,000.00** Admin: GRCADMIN [Logout](#)

[Home](#) [History](#) [Operations](#) [Users](#) [Settings](#)

[Home](#) [Open Period](#) [Fill](#) [Bleed](#) [Close Period](#) [Print](#)

Open Date	Open	Fill	Cash In	Bleed	Cash Out	Close	Close Date
03/19/2025, 01:38 PM	\$ 1,000.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	-
03/13/2025, 03:00 PM	\$ 1,000.00	\$ 100.00	\$ 0.00	\$ -50.00	\$ 0.00	\$ 1,050.00	03/19/2025, 01:37 PM

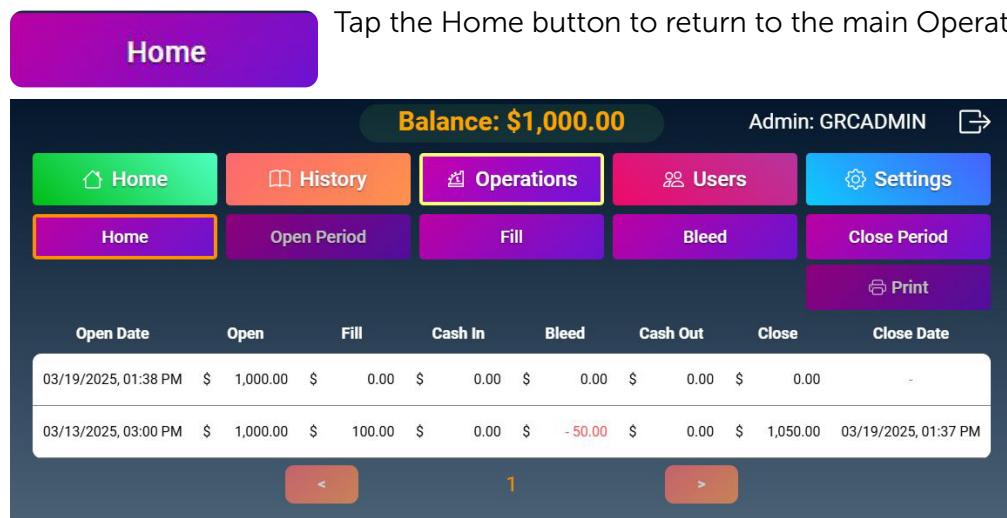
1

Mar 19, 2025      1:38:26 PM      Location Id: 1005566      Terminal Id: 1004439      Firmware: 1.0.2399

The Operations page shows the following:

- [Home](#)
- [Open Period](#)
- [Fill](#)
- [Bleed](#)
- [Close Period](#)
- [Print](#)

## Home



## Open / Close Period

**Open Period**

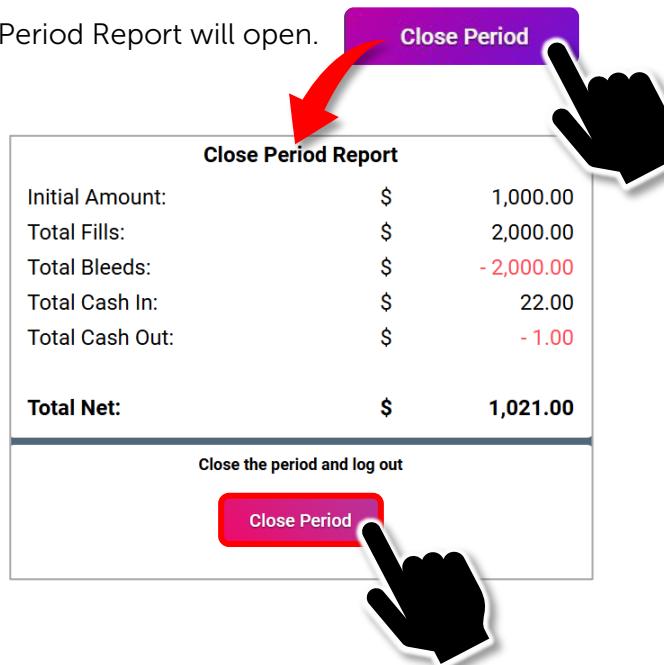
**Close Period**

The opening and closing of a period is used to track financial transactions for a user or a specific time frame. The length of a period is decided by the operator and may be any amount of time such as a day or week or may be based on user log ins such as a Cashiers shift.

To Close a Period:

1. Tap Close Period and a Close Period Report will open.

2. Tap Close Period to Confirm.



The POS will Print a Close Period receipt and log the User out of the Operating System.

Closed Period Receipt

\*\*\*\*\* CLOSE PERIOD \*\*\*\*\*

Date: 03/19/2025  
Time: 01:38:20 PM

User: GRCADMIN  
Transaction ID: 1000021  
Terminal ID: 1004439  
Location ID: 1005566

OPEN: 3/19/2025 1:38:20 PM  
CLOSE: 3/24/2025 2:55:16 PM

\*\*\*\*\*

Open Amount: \$1000.00  
Total Fills: \$2000.00  
Total Bleeds: -\$2,000.00

Total Cash IN: \$22.00  
Total Cash OUT: -\$1.00

Net Terminal Income: \$21.00  
Close Amount: \$1021.00

\*\*\*\*\*

Promo Amount: \$0.00  
Reversal Amount: \$40.00

Once logged back in, the Balance will now reflect that the Period is Closed.

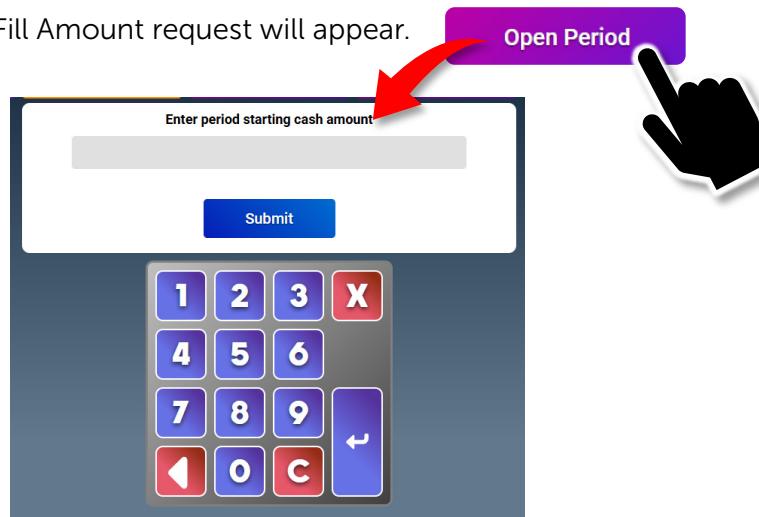
Open Date	Open	Fill	Cash In	Bleed	Cash Out	Close	Close Date
03/19/2025, 01:38 PM	\$ 1,000.00	\$ 2,000.00	\$ 22.00	\$ 2,000.00	\$ -1.00	\$ 1,021.00	03/24/2025, 02:55 PM
03/13/2025, 03:00 PM	\$ 1,000.00	\$ 100.00	\$ 0.00	\$ -50.00	\$ 0.00	\$ 1,050.00	03/19/2025, 01:37 PM

The newly Closed Period will also show in the Operational History.

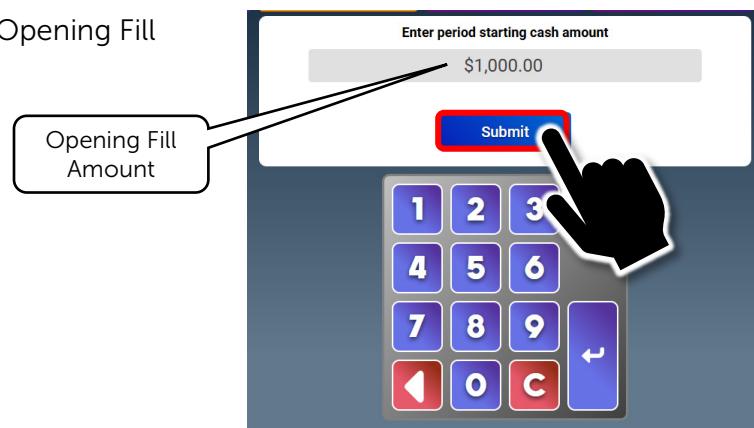
Newly Closed Period

To Open a Period:

1. Tap Open Period and an Opening Fill Amount request will appear.



2. Use the Number Pad to enter the Opening Fill amount and Tap Submit.



The POS will Print an Open Period receipt and the Balance will now reflect the Opening Fill amount.

Open Date	Open	Fill	Cash In	Bleed	Cash Out	Close	Close Date
03/24/2025, 02:57 PM	\$ 1,000.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	
03/19/2025, 01:38 PM	\$ 1,000.00	\$ 2,000.00	\$ 22.00	\$ -2,000.00	\$ -1.00	\$ 21.00	03/24/2025, 02:55 PM
03/13/2025, 03:00 PM	\$ 1,000.00	\$ 100.00	\$ 0.00	\$ -50.00	\$ 0.00	\$ 1.00	03/19/2025, 01:37 PM

The newly Opened Period will also show in the Operational History.

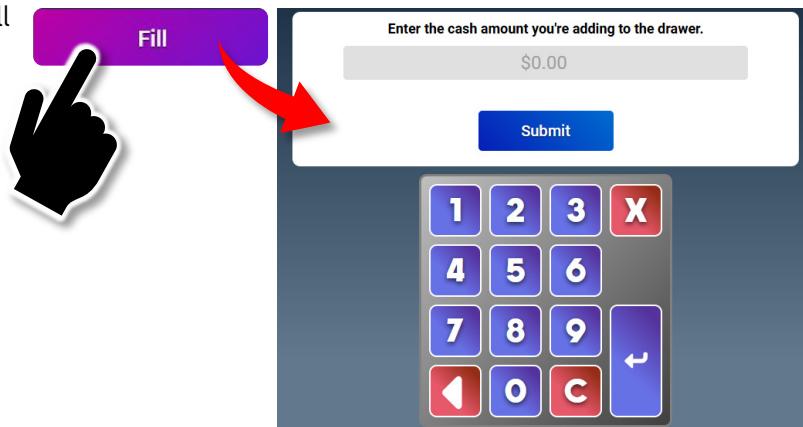
## Fill

### Fill

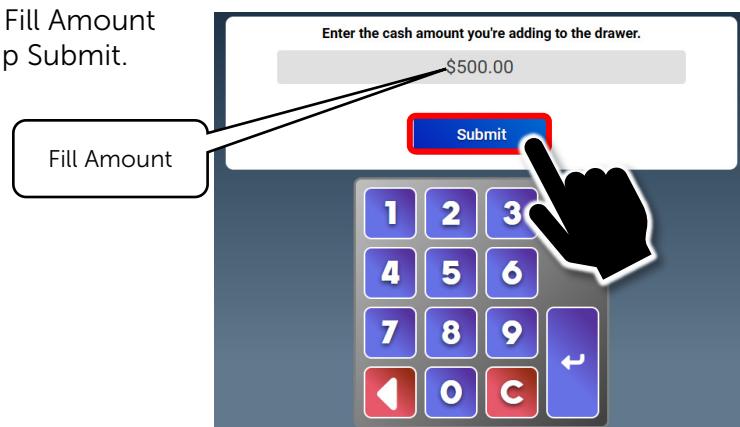
Any time funds need to be added to the POS, a Fill must be performed so the POS financials remain correct. A Fill may also be performed in order to correct any discrepancy in the Balance.

To perform a Fill:

1. Tap the Fill Button and the Fill Amount request will appear.



2. Use the Number Pad to Enter the Fill Amount being added to the drawer and Tap Submit.



The POS will Print a Fill receipt and the Balance will now reflect the additional Fill amount.

Open Date	Open	Fill	Cash In	Bleed	Cash Out	Close	Close Date
03/24/2025, 02:57 PM	\$ 1,000.00	\$ 500.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	-
03/19/2025, 01:38 PM	\$ 1,000.00	\$ 2,000.00	\$ 22.00	\$ -2,000.00	\$ -1.00	\$ 1,021.00	03/24/2025, 02:55 PM
03/13/2025, 03:00 PM	\$ 1,000.00	\$ 100.00	\$ 0.00	\$ -50.00	\$ 0.00	\$ 1,050.00	03/19/2025, 01:37 PM



The Fill amount will also now appear in the Operations History list.

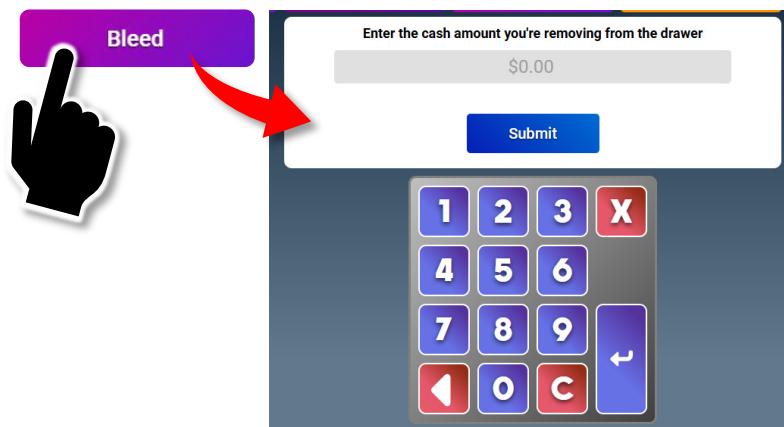
## Bleed

### Bleed

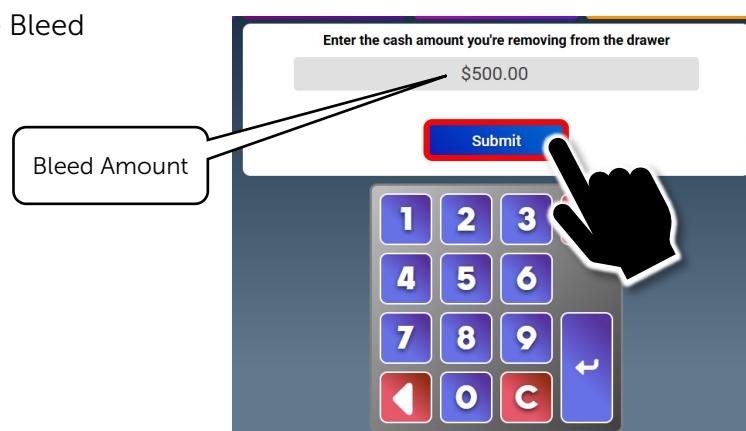
A Bleed is performed to remove funds from the drawer in order to collect the funds for deposit or to correct a discrepancy in the POS Balance or financials.

To perform a Bleed:

1. Tap the Bleed button and the Bleed Amount request will appear.



2. Use the Number Pad to enter the Bleed amount and Tap Submit.



The POS will Print a Bleed receipt and the Balance will now reflect the deducted Bleed amount.

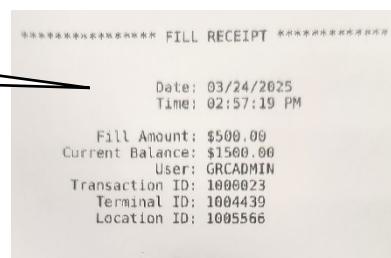
Updated Balance

Balance: \$1,000.00

Bleed Receipt

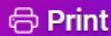
Bleed Amount

Open Date	Open	Fill	Cash In	Bleed	Cash Out	Close	Close Date
03/24/2025, 02:57 PM	\$ 1,000.00	\$ 500.00	\$ 0.00	\$ -500.00	\$ 0.00	\$ 0.00	-
03/19/2025, 01:38 PM	\$ 1,000.00	\$ 2,000.00	\$ 22.00	\$ -2,000.00	\$ -1,978.00	\$ 1,021.00	03/24/2025, 02:55 PM
03/13/2025, 03:00 PM	\$ 1,000.00	\$ 100.00	\$ 0.00	\$ -50.00	\$ 0.00	\$ 1,050.00	03/19/2025, 01:37 PM



The Bleed amount will also now appear in the Operations History list.

## Print



The Print feature is used to print a Period Report Ticket showing the financial for the selected period.

Balance: \$1,000.00 Admin: GRCADMIN

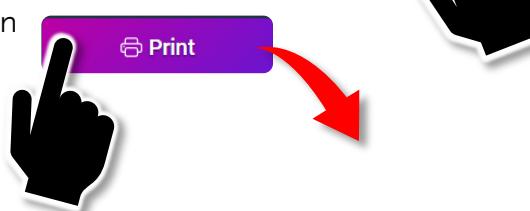
Open Date	Open	Fill	Cash In	Bleed	Cash Out	Close	Close Date
03/24/2025, 02:57 PM	\$ 1,000.00	\$ 500.00	\$ 0.00	\$ -500.00	\$ 0.00	\$ 0.00	-
03/19/2025, 01:38 PM	\$ 1,000.00	\$ 2,000.00	\$ 22.00	\$ -2,000.00	\$ -1.00	\$ 1,021.00	03/24/2025, 02:55 PM
03/13/2025, 03:00 PM	\$ 1,000.00	\$ 100.00	\$ 0.00	\$ -50.00	\$ 0.00	\$ 1,050.00	03/19/2025, 01:37 PM

To Print a Period Report:

1. Select a Period

Open Date	Open	Fill	Cash In	Bleed	Cash Out	Close	Close Date
03/24/2025, 02:57 PM	\$ 1,000.00	\$ 500.00	\$ 0.00	\$ -500.00	\$ 0.00	\$ 0.00	-
03/19/2025, 01:38 PM	\$ 1,000.00	\$ 2,000.00	\$ 22.00	\$ -2,000.00	\$ -1.00	\$ 1,021.00	03/24/2025, 02:55 PM
03/13/2025, 03:00 PM	\$ 1,000.00	\$ 100.00	\$ 0.00	\$ -50.00	\$ 0.00	\$ 1,050.00	03/19/2025, 01:37 PM

2. Tap the Print button



The POS will Print a Period Report Ticket for the Selected period.

Period Report Ticket

\*\*\*\*\* PERIOD REPORT \*\*\*\*\*

Date: 03/19/2025  
Time: 01:38:20 PM

User: GRCADMIN  
Transaction ID: 1000021  
Terminal ID: 1004439  
Location ID: 1005566  
OPEN: 03/19/2025 01:38 PM  
CLOSE: 03/24/2025 02:55 PM

\*\*\*\*\*

Open Amount: \$1000.00  
Total Fills: \$2000.00  
Total Bleeds: -\$2,000.00

Total Cash In: \$22.00  
Total Cash Out: -\$1.00

Net Terminal Income: \$21.00  
Closing Amount: \$1021.00

\*\*\*\*\*

Promo Amount: \$0.00  
Reversal Amount: \$40.00



## Users

### Users

The Users page displays a list of the users, Active or Inactive, and allows Admins to manage and create new users as Cashiers, Managers and other Admins. Only Admins have access to this page and can create other users.

Username	Account Type	Contact Info	Last Login	Status
Sam Admin	Admin	555-555-5555	03/19/2025, 01:42 PM	Active
Jane Manager	Manager	555-555-5555	03/19/2025, 01:41 PM	Active
Joe Cashier	Cashier	555-555-5555	03/19/2025, 01:40 PM	Active

From the User Page the Admin can do the following:

- [Create a User](#)
- [Edit an existing User](#)
- [Lock or Unlock a User](#)
- [Delete a User](#)

## Create User

### + Create User

Admins may create 3 types of Users, Admins, Managers and Cashiers, each having various permissions and accessibility.

Types of Users and Permissions:

### Admin

Has access to every menu and option available in the GRC POS System.

### Manager

Has no access to Users or the POS Settings.

### Cashier

Has no access to Users or the POS Settings.

# GRC POS – Owner Operator Manual



Admin Menu | Home | Create Player Acct | History | Operations | Create User | Users | Settings

To Create a User:

1. Tap Create User.

+ Create User



2. Select the Role or Type of User being created, Admin, Manager or Cashier.

Role  
 Admin  Manager  Cashier

Role  
 Admin  Manager  Cashier

Role  
 Admin  Manager  Cashier



3. Use the Alphanumeric keypad to Enter the Users information including the User Name, Contact Info (Phone Number), and Password.

Username  
Kate Cashier

Contact Info  
555-555-5555

Role  
 Admin  Manager  Cashier

Users  
Information

4. Tap Submit to Create the User.

Submit



The User will now appear in the Users List.

Username	Account Type	Contact Info	Last Login	Status
Kate Cashier	Cashier	555-555-5555	04/01/2025, 03:41 PM	Active
Sally Manager	Manager	555-555-5555	04/01/2025, 02:28 PM	Active
Sam Admin	Admin	555-555-5555	04/01/2025, 02:29 PM	Active
Joe Cashier	Cashier	555-555-5555	04/01/2025, 02:28 PM	Active

Newly Created User

**Note:** The Password must match the Confirm Password, or an error will occur.

Tap the Eye icon to view the password and correct the discrepancy.

The screenshots illustrate the password entry and correction process:

- Top Screenshot:** Shows two password fields with red borders and error messages: "The values do not match". A callout box says "Passwords Don't Match".
- Middle Screenshot:** Shows the same screen after correction. A hand is shown tapping the eye icon next to the "Password" field, revealing the value "9876". The "Confirm Password" field now contains "9876" and has a green border, indicating they match. A callout box says "Tap to View Password".
- Bottom Screenshot:** Shows the final state where both "Password" and "Confirm Password" fields have "9876" and are correctly matched, with green borders.

## Edit

**Edit**

Admins are able to edit existing users in order to correct the users information, change or update passwords or to change the users roll.

To make changes to a User:

1. Select the User.

Username	Account Type	Contact Info	Last Login	Status
Kate Cashier	Cashier	555-555-5555	04/01/2025, 03:41 PM	<b>Active</b>
Sally Manager	Manager	555-555-5555	04/01/2025, 02:28 PM	
Sam Admin	Admin	555-555-5555	04/01/2025, 02:29 PM	
Joe Cashier	Cashier	555-555-5555	04/01/2025, 02:28 PM	

Select the User

2. Tap Edit.

**Edit**



3. Make the appropriate changes to the User.

**Username**  
Kate Cashier

**Contact Info**  
555-555-5555

**Role**  
 Admin  
 Manager  Cashier

**Pass**  
Word  
Enter Password

**Confirm**  
Password  
Re-enter Password

**Edit**

**Cancel**

**Username**  
Katie Cashier

**Contact Info**  
555-555-5555

**Role**  
 Admin  
 Manager  Cashier

**Pass**  
Word  
Enter Password

**Confirm**  
Password  
Re-enter Password

**Edit**

**Cancel**

Name Corrected

4. Re-enter the users password.

Re-enter Password

**Username**  
Katie Cashier

**Contact Info**  
555-555-5555

**Role**  
 Admin  
 Manager  Cashier

**Pass**  
Word  
••••

**Confirm**  
Password  
••••

**Edit**

**Cancel**

5. Tap Edit to complete the changes.

**Edit**

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## (Un)lock

**(Un)lock**

Admins can Lock or Unlock users when necessary for security or other purposes.

To Lock or Unlock a User:

1. Select the User.

Username	Account Type	Contact Info	Last Login	Status
Kate Cashier	Cashier	555-555-5555	04/01/2025, 03:41 PM	Active
Sally Manager	Manager	555-555-5555	04/01/2025, 02:28 PM	Active
Sam Admin	Admin	555-555-5555	04/01/2025, 02:29 PM	Active
Joe Cashier	Cashier	555-555-5555	04/01/2025, 02:28 PM	Active



Select the User

2. Tap Lock / Unlock

**Lock****Unlock**

The User's account will be Locked / Unlocked.

Katie Cashier	Cashier	555-555-5555	04/01/2025, 03:41 PM	Locked
Sally Manager	Manager	555-555-5555	04/01/2025, 02:28 PM	Active
Sam Admin	Admin	555-555-5555	04/01/2025, 02:29 PM	Active
Joe Cashier	Cashier	555-555-5555	04/01/2025, 02:28 PM	Active

User Account is Locked

## Delete

**Delete**

Admins may Delete Users when necessary.

To Delete a User:

1. Select the User.

Username	Account Type	Contact Info	Last Login	Status
Kate Cashier	Cashier	555-555-5555	04/01/2025, 03:41 PM	Active
Sally Manager	Manager	555-555-5555	04/01/2025, 02:28 PM	Active
Sam Admin	Admin	555-555-5555	04/01/2025, 02:29 PM	Active
Joe Cashier	Cashier	555-555-5555	04/01/2025, 02:28 PM	Active

Select the User

2. Tap Delete.

**Delete**



3. Tap Yes to Confirm.

Are you sure you want to delete this user?

Yes

No



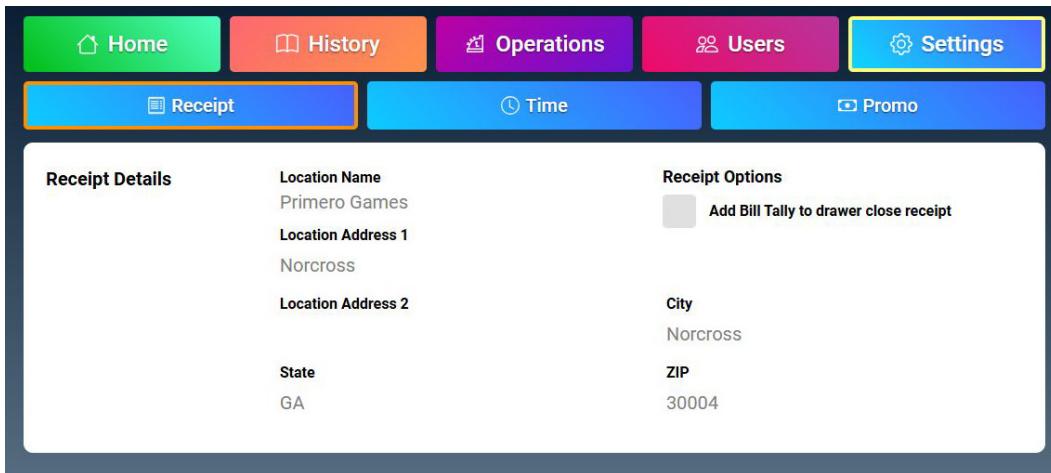
The User is removed from the User list.

Username	Account Type	Contact Info	Last Login	Status
Sally Manager	Manager	555-555-5555	04/01/2025, 02:28 PM	Active
Sam Admin	Admin	555-555-5555	04/01/2025, 02:29 PM	Active
Joe Cashier	Cashier	555-555-5555	04/01/2025, 02:28 PM	Active

## Settings

### Settings

From the Settings Menu the Admin can Add a Bill Tally to the Drawer Close Receipt, Adjust the Time Zone or set up a Promo.



Receipt Details		Receipt Options
Location Name	Primero Games	<input type="checkbox"/> Add Bill Tally to drawer close receipt
Location Address 1	Norcross	
Location Address 2		
State	GA	
City	Norcross	
ZIP	30004	

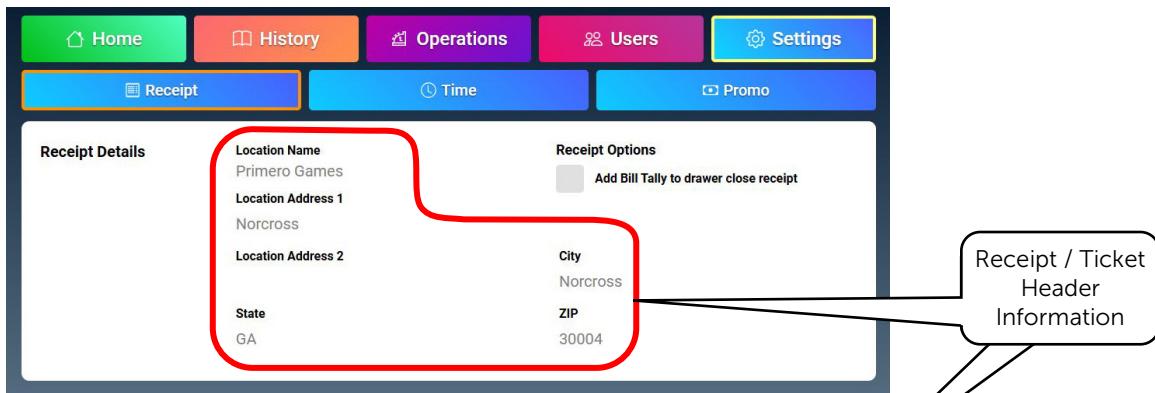
From the Settings Page an Admin may:

- View the Receipt Header Information
- Add a Bill Tally to the drawer close receipt
- Change the Time Zone
- Set up a Promo

## Receipt

### Receipt

The Receipt page displays the Receipt / Ticket Header information including the Location Name and Address as well as the option to add a Bill Tally to the drawer close receipt.



Receipt Details		Receipt Options
Location Name	Primero Games	<input type="checkbox"/> Add Bill Tally to drawer close receipt
Location Address 1	Norcross	
Location Address 2		
State	GA	
City	Norcross	
ZIP	30004	

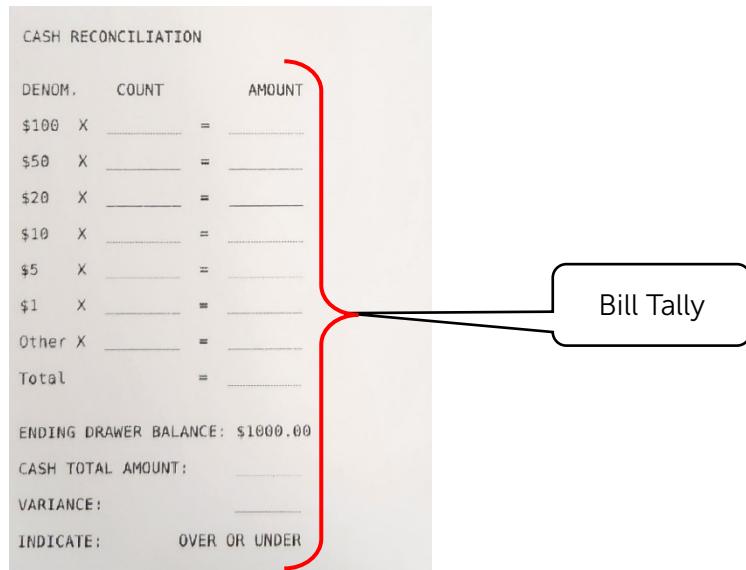
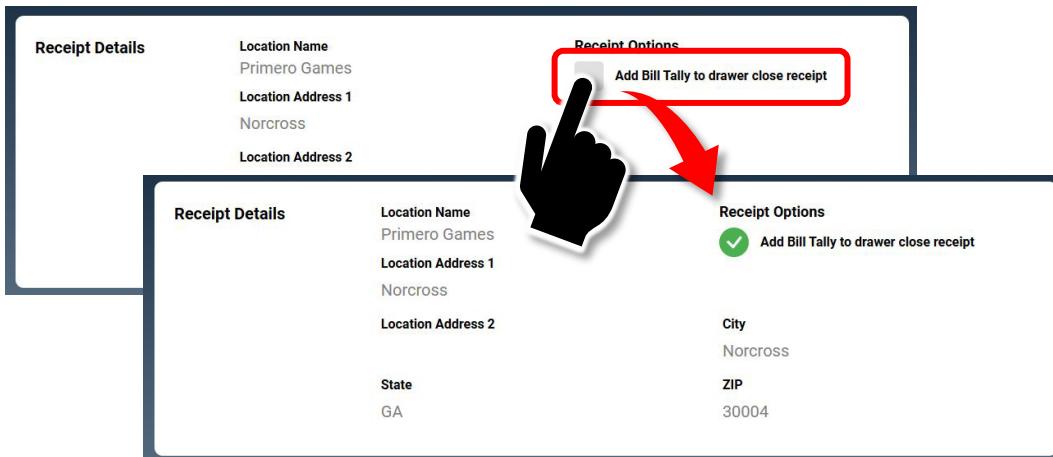


**Note:** The header information is set up in the Primero Web Portal and cannot be changed here.

Primero Game Room  
Norcross  
Norcross, GA 30004

To Add a Bill Tally to the Drawer Close Receipt / Ticket:

1. Tap the Add Bill Tally to drawer close receipt check box.



## Time

### ⌚ Time

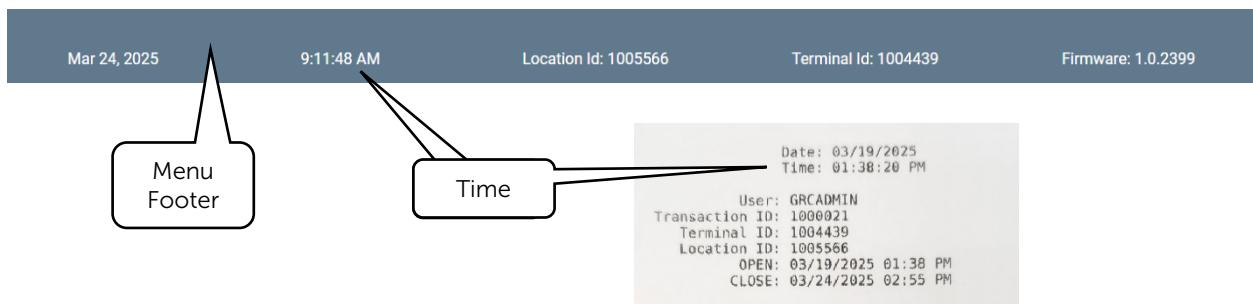
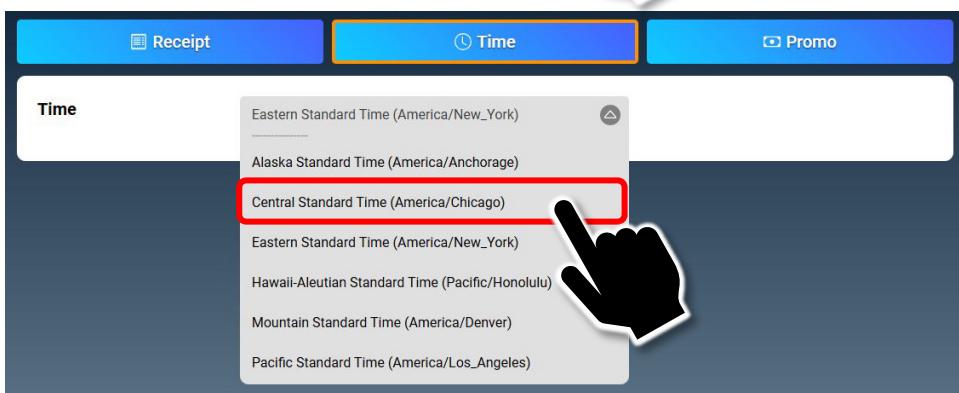
Lets the Admin set the Time Zone for the Time that appears in the POS Menu Footer and on printed Tickets. / Receipts.

To change the Time Zone:

1. Tap the Time Zone Dropdown



2. Select the new Time Zone.



## Promo

### Promo

The Promo page allows an Admin to set up Promotional Values for the purchase of Sweeps Coins. Promotions are only awarded to players once every 24 hours per player starting from the time of the purchase.

Active	Buy Value	Promotional Value
<input type="checkbox"/>	\$20.00	\$5.00
<input type="checkbox"/>	\$50.00	\$10.00
<input type="checkbox"/>	\$100.00	\$20.00

**Submit**

There are 3 Promotional Value Settings:

- \$20 with a \$5 Promotion = \$25 or 2500 Sweeps Coins
- \$50 with a \$10 Promotion = \$60 or 6000 Sweeps Coins
- \$100 with a \$20 Promotion = \$120 or 12000 Sweeps Coins

To set a Promotional Value:

1. Tap Enable to Enable the Promotional Values.



2. Tap the Check Box next to the Promotional Value desired.

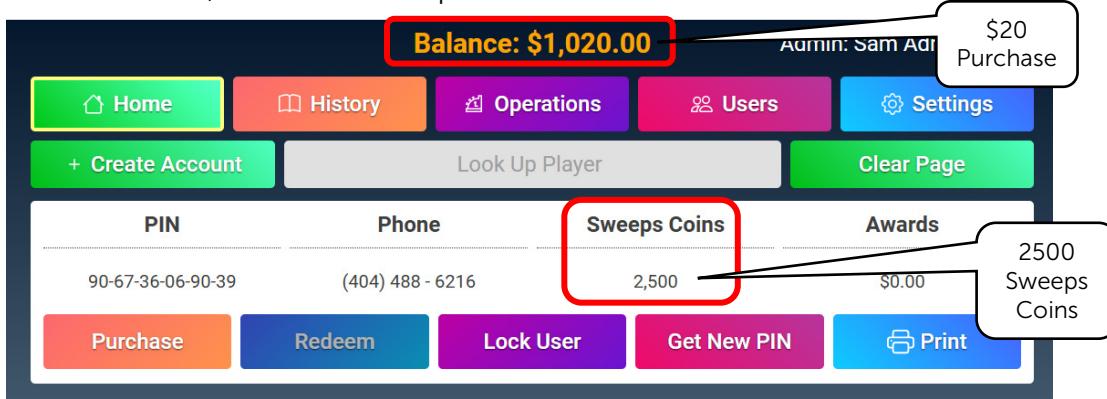


3. Tap Submit.

**Submit**

Once a Promotional Value is enabled, it will show up when players purchase Sweeps Coins for game play.

A Purchase of \$20 = 2500 Sweeps Coins



## Appendix A: Common Terms and Acronyms

Term	Definition
<b>Bleed</b>	The Process of removing money from the drawer and recording the removed Funds from the POS.
<b>Fill</b>	The Process of adding money to the Drawer and recording the added Funds in the POS.
<b>GRC</b>	Refers to the Gold Rush City platform.
<b>Period</b>	A designated time period for financial transactions to be processed such as a shift or day.
<b>Player</b>	A person who is playing the GRC games.
<b>POS</b>	Point of Sale
<b>PWP</b>	<a href="#">Primero Web Portal</a>
<b>Redeem or Redemption</b>	When a Player exchanges winnings or awards in the Gold Rush City game for prizes.
<b>User</b>	A person who is operating the POS system.