

December 21, 2020

CUSTOMER ADVISORY NOTIFICATION



CAN- Updated MGT User Manuals

Overview

Everri is committed to the success of our Loyalty customers.

Everri has **updated** the MGT User Manuals to give customers a better understanding of product features and effective testing strategies. No changes have occurred to your current promotional products at this time.

Affected Products

- MGT Promo Manual
- MGT Drawing Manual

Suggested Customer Action

- **Replace** existing MGT Promo and Drawing Manuals with the newly provided documents.
- **Review** page 250 in the MGT Promo Manual (for Versions 5.0.1+) or page 166 (for Versions below 5.0.1) to see the proper promotional testing strategies.
- **Develop & implement** a property specific testing plan for all future promotions and drawings.
- **Train** team members on new testing plan.

If you have any questions or concerns please contact the Customer Service or Experience teams via email or call (702) 360-8550 for assistance.

Everri Action

Everri is committed to adapting as technological environments change to provide best in class Loyalty Solutions to our customers. As changes occur in outside products, this may affect the way Everri's Loyalty products function and we highly recommend to test promotions/drawings prior to use.

If you have questions regarding how to develop a proper testing strategy or what may impact your specific property, please call or email our Customer Service or Experience teams for assistance.