

December 21, 2020

CUSTOMER ADVISORY NOTIFICATION



CAN- Updated PKMS User Guide

Overview

Everi is committed to the success of our Loyalty customers.

Everi has **updated** the PKMS User Guides 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

- PKMS Promo User Guide
- PKMS Drawing User Guide
- PKMS Testing Promotions User Guide

Suggested Customer Action

- **Replace** existing PKMS Promo and Drawing User Guides with the newly provided document.
- Add the Testing Promotions User Guide to property's Loyalty Documentation repository.
- **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.

Everi Action

Everi 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 Everi'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.