



1 August 2012

**By email**

Dear Venue Operator,

**Subject: Venue Operator Training**

An important aspect of the preparation for the migration from the legacy monitoring system to the new Intralot Gaming Services (IGS) Monitoring System is the training of Venue Operators.

Venue Operator Training in IGS's Monitoring System is ready to commence. This group training will take place in workroom sessions with other venue operators. The training sessions will be held at IGS's head office at 299 Williamstown Road, Port Melbourne VIC 3207. Each training session will include background and hands-on training and is expected to last approximately 3 hours. There will be 2 training sessions scheduled per week day (Monday – Friday). The morning session is from 9.00am to 12.00 noon and the afternoon session from 2.00pm to 5.00pm.

**You will be notified through a separate communication when and how to register for your Venue Operator Training.**

The main topics to be covered will include:

- Overview of the new Monitoring System
- Process of Validation and Payments through the Payment Terminal
- Accessing your Reports (through a secure web portal)
- Game Change Request procedures

The timing of the training session for each venue will be approximately 2 weeks **prior to the timing of the migration of your venue from the legacy monitoring system to the new IGS Monitoring System**. You will be able to nominate up to 5 gaming staff members from your venue through a simple on-line registration process. It is imperative that you and/or your gaming staff members have completed this training prior to the migration onto the new IGS Monitoring System. The on-line registration process will provide you with a 2 week window

with a choice of dates in which your training can be completed. You will be notified through a separate communication of these dates along with the registration process details.

Please do not hesitate to contact our Help Desk on 1300 764 495 should you require any clarifications.

Yours sincerely

A handwritten signature in blue ink, appearing to read 'Arthur Baoustanos', with a long horizontal flourish extending to the right.

**Arthur Baoustanos**  
Communications Director