Agent Manual (v43.0.27)

Agent Manual

Software Version: 43.0.27 **© 2026**

> **About this manual.** This guide walks an agent through every section of the agent management platform, in the order the items appear on the Main Menu. Player-facing screens (Sportsbook Lines, Ticketwriter) are shown as the player sees them. Where a feature behaves differently for a master agent versus a regular agent, that difference is noted.

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1. Main Menu

The Main Menu is your home screen and the launch point for every report and tool. You can return to it at any time by clicking the **home icon** at the top-left of the screen.

Top bar (left to right): - **Quick Menu** — a row of icons (Home, Weekly Figures, Pending, Game Admin, Messaging) that jump straight to your most-used screens from anywhere in

the site. - **Search accounts…** — type any Account ID, name, or password to jump directly to an account. See Account Search. - **Agent Name** (top-right) — shows the account you are currently signed in as. If you are a master agent, you can use this to view your tree of sub-agents and choose to use the site **as** any of them by clicking the blue **Go** button next to that agent. If you have an extensive tree, use the search box at the top of the hierarchy to find the agent account you want to mimic. - **Logout** — the red power button.

Stat summary (below the top bar):

- **My Balance** — your current balance, with a **Pay My Bill** link beside it for online bill payment (if enabled on your account).
- **Week** — your current week-to-date win/loss figure.
- **Today** — today's win/loss figure.
- **Active Accts** — the number of active accounts this week (master agents can click this for a breakdown).
- **Makeup** — appears only when you are on a **Red Figure** (and therefore may carry a makeup). It shows the current makeup amount; click the **Makeup:** text to open a recent-weeks activity view so you can see where the makeup came from.

Menu Options

Tile	Description
Weekly Figures	Weekly win/loss reporting
Pending	Currently open (un-graded) wagers
Messaging	Internal inbox for players and agents
Game Admin	Line management and agent position
Customer Admin	List of your players and settings
Cashier	Quick way to enter transactions
Add Customer	Create a new player, agent, or master
3rd Party Limits	Controls for 3rd party products
Agent Performance	Performance and volume reporting
Analysis	Closing-line-value analysis
IP Tracker	Login and IP activity logs
Transactions History	Historical transaction reporting
Collections	Settle/collection figures by agent
Deleted Wagers	Wagers that were deleted
Sportsbook Lines	The board as a player sees it
Bet Ticker	Live feed of incoming wagers
Ticketwriter	Place wagers on a player's behalf

Tile	Description
Scores	Live scoreboard
Agent Admin	Manage the agents beneath you
Billing	Your billing/distribution history
Settings	Your personal preferences
Rules	House rules by sport
Feedback	Send website feedback
F.A.Q.	Frequently asked questions (PDF)
User Manual	This manual (PDF)

2. Account Search

The **Search accounts…** box at the top of the screen is available from anywhere in the site. Begin typing an **Account ID**, **name**, or **password** and a list of matches appears; agents are flagged with an **"A"** and master agents with an **"M"**. Click a result to open that account's Account Details.

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3. Weekly Figures

Weekly Figures shows the week-to-date win/loss position for every account beneath you. For a master agent, accounts are grouped by sub-agent, with a summary row at the top.

Pick Your Week: on the top-left you can decide which week's data you want to view. The default is **This Week**, but you can click **Last Week** or select from a number of previous weeks.

At the top-right are a **Player Filter** dropdown, the **Settings** gear, **Print**, and **Excel export**.

Player Filter: controls which accounts the report displays.

- **With A Balance:** displays all accounts with a non-zero balance, whether or not they have played.
- **Active for the Week:** displays all accounts that had activity that week, meaning one or more wagers were graded during the week.
- **Over Settle:** displays accounts that are currently over their settle figure.
- **All Players:** displays all players.
- **Big Figures:** uses the **Big Figure Minimum** and displays all players who have a daily or weekly figure equal to or over that number. The default is 500.
- **Summary:** used primarily by large master agents. It collapses each agent to just its summary row and lets you expand any agent with the **+** button to the left of the agent name to see the individual players. Players shown when expanded are those that were active during the week.

Report Settings. Toggles which columns appear and sets display options.

- **Column toggles** — turn any of these columns on or off:
  - **Customer ID** — the account ID.
  - **Name** — the name on the account.
  - **Password** — the account password.
  - **Phone** — the phone number on the account.
  - **Settle Figure** — the account's settle figure.
  - **Balance Forward (Carry)** — what the account ended the previous week at.
  - **Daily Win/Loss Figures** — the individual per-day win/loss columns.
  - **Weekly Win/Loss Total** — the combined win/loss for the week.
  - **End of Week Balance** — the account's balance at week's end (see **EOW Balance** below).
  - **Pending Balance** — the total amount the account currently has at risk in pending wagers.
  - **Deposits/Withdrawals** — money paid in or out during the week.
  - **Last Wager Placed** — the date of the account's most recent ticket.
  - **Last Login** — the date the account last logged in.
  - **Zero Amount** — shows the amount for which the account was zeroed (if any) from the previous week.
- **Big Figure Minimum** — the threshold used by the **Big Figures** player filter. Default is 500.
- **EOW Balance** — controls what the End of Week Balance column shows for an account that zero-balances:
  - **After Zero:** shows the figure *after* the zero balance (i.e., 0).
  - **Before Zero:** shows what the figure was immediately *before* it was zeroed.
- **Win/Loss Display** — how win/loss is broken out:
  - **By Day:** shows each day's activity in its own column.
  - **By Category:** shows activity grouped by product — e.g., Sports, Casino, Racebook, etc.
- **Excel Setting** — the format used by the Excel export (e.g., Standard / No Agents / Agent as Tab).
- **Acct Display** *(mobile)* — what appears in the left column beneath the Account ID on mobile: **Acct Only**, **+ Password**, or **+ Name**.
- **Interface** *(mobile)* — how the report scrolls on mobile:
  - **Standard:** shows three columns — Account on the left, Balance on the right, and the current day in the center — with arrows to scroll left/right through the days.
  - **Scrolling:** allows free left/right scrolling. This is usually fine for smaller agents (under ~200 accounts shown) but can become unwieldy for larger agents due to browser memory limits.

- **Apply it to all sub-agents** — pushes these settings down to every sub-agent.

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4. Pending

Pending is where you go to see all pending (open) wagers your accounts currently have out.

Filters — narrow the list to exactly what you're looking for:

- **Agents** — *(master agents only)* limit the report to the pending of a single agent.
- **Players** — search for a single player to see only their pending.
- **Time** — the timeframe to view, based on the time each wager was placed: **Today** (last 24 hours, default), **Last 7 Days**, **Last 14 Days**, or **All**. When you change this, the selection is cached in your browser and remains that way on that device for as long as the cache is maintained.
- **Type** — filter the list by wager type: **All Types** (default), **Straights**, **Parlays**, **If Bets**, **Teasers**, **Racebook**, **Manual Plays**, **Contests**, and **Live/Props**.
- **Amount** — show only wagers at or above a size: **Any Amount** (default), **$100+**, **$500+**, or **$1,000+**. Like the Time filter, this selection is cached in your browser and remains that way on that device for as long as the cache is maintained.

Click **Search** to run the report.

Tools:

- **Sort** — reorder the results.
- **Search** (in-table box) — filter the displayed wagers by ticket number.
- **Settings** — choose which columns appear:
  - **Agent ID** — the agent in the far-left column (typically used by master agents with multiple agents).
  - **Customer ID** — the account that placed the wager (required column).
  - **Password** — the account's password.
  - **Name** — the name on the account.
  - **Time Accepted** — the time the wager was placed.
  - **Time Scheduled** — the scheduled time of the event.
  - **Type** — the wager type (Straight, Parlay, etc.).
  - **Print** — shows a print icon to print the wager.
- **Risking / To Win totals** — shown at the top-right, the combined risk and win for all displayed pending so you know at a glance how much you have out.

Reading the report. A play with open spots is marked with a blue square containing an **"O"** next to the parlay or teaser, and a **Free Play** wager is marked with a blue square containing **"FP."** Click any pending play to expand it and see its full details — Ticket #, Rotation #, Wager Type, Risk/Win, Accepted Time, Scheduled Time, Game Notes, and

whether it was placed on the internet or by phone. If there are many wagers, use the paging controls; the default is 100 wagers per page.

> **Note:** Deleting a wager from this report is governed by Permissions. When you have permission, a delete control appears and you'll be asked to confirm before the wager is removed. On mobile there is no separate delete column — expand the wager and click the red **x** to the right of the ticket number.

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5. Account Details

Opening any player (from search, Weekly Figures, Customer Admin, etc.) brings you to **Account Details**. This is the control center for a single account.

Account header (always visible at the top):

- **Account ID** badge and **password** in parentheses, with the player's **Agent** beneath it.
- A status tag (with an info icon) when the system has flagged the account:
  - **Sharp Player** — the account has been identified as a sharp/winning player.
  - **Bot/Syndicate** — the account may be using a bot and is, at a minimum, playing syndicate plays. A *bot* is an automated wagering program used to place the same plays quickly across a large number of platforms, and is typically associated with sharp play.
  - *Sharp players are highlighted in purple and Bot/Syndicate players in red. You'll also see them highlighted this way on other reports, such as Weekly Figures.*
- On the right: **Balance**, **Pending**, and **Available**, each with an arrow to drill in, plus a calculator icon. You can click the **Balance** directly to quickly enter a transaction on the account.

Section navigation (icon-grid menu). Click the **grid icon** to the left of the section title to open the menu of sub-sections, then click an icon to switch sections. Scroll the menu to reach the lower icons. The player sub-sections are:

> The Basics · Transactions · Pending · Performance · Analysis · Free Plays · Dynamic Live · Ext Props · Live Casino · Crash · Player Info · Offerings · Limits · Vig Setup · Parlays · Teasers · Buying Pts · Risk Mngmt · Communication · Copy Settings · Smart Bookie

Click **Save** (top-right of any sub-section) to commit changes in that sub-section.

The Basics

The basic information that controls an account — credit, password, products, and settlement.

- **Password** — the account password; required for the user to access their account.
- **Name** — the first name on the account, used in reports and for record-keeping.

- **Last Name** — the last name on the account.
- **Agent** — the agent the account belongs to (or the master agent, if you are viewing an agent account). To move the account to a different agent, erase the current agent and search for a new one.
- **Account Status** — determines the account's ability to access the site:
  - **Active** — open and able to be used.
  - **Disabled** — not open; the user cannot even log in.
  - **Read Only** — open for viewing only; the user can log in and see pop-up messages but cannot place wagers or make changes.
- **Product toggles** — turn each product on or off for the account:
  - **Sportbook** — turns Sportsbook wagering on or off.
  - **LV Casino** — turns the Las Vegas digital casino on or off.
    - **Limits** — sets the account's LV Casino limits:
      - **Casino Status** (may show inactive if the player passed a daily/weekly win or loss limit)
      - **Max Win Per Day**
      - **Max Win Per Week**
      - **Max Loss Per Day**
      - **Max Loss Per Week**

      A **Profile/Override** lets you view the default profile (read-only) and override those values for this account. *Only the daily/weekly limits can be adjusted here; per-hand limit changes must be done through Customer Service.*
  - **AC Casino** — turns the Atlantic City digital casino on or off.
    - **Limits** — sets the account's AC Casino limits:
      - **Max Win Per Day**
      - **Max Win Per Week**
      - **Max Loss Per Day**
      - **Max Loss Per Week**

      A **Profile/Override** lets you view the default profile (read-only) and override those values for this account. *Only the daily/weekly limits can be adjusted here; per-hand limit changes must be done through Customer Service.*
  - **Racebook** — turns the racebook (horses) on or off. The **Profiles** link shows common racebook profile options.
  - **Messaging** — turns the account's mailbox on or off. (The account can always send platform feedback, but is alerted that such messaging is strictly one-way.)
  - **Dynamic Live** — turns the Dynamic Live in-play interface on or off. Only available to manage if the feature is active on your account.

    - **Prop Plus** — turns the Prop Plus market on or off. Like Dynamic Live, it is only available to manage if the feature is active on your account.
        - **Limits** — sets the account's Prop Plus limits:
            - **Max Wager**
            - **Parlay Max Wager**
            - **Max Exposure**
            - **Parlay Max Exposure**
    - **Live Casino** — turns the Live Dealer casino platform on or off.
    - **Extended Props** — turns the Extended Props market on or off.
    - **BetBuilder** — turns BetBuilder on or off. Only available to manage if the feature is active on your account.
    - **Crash** — turns the Crash game on or off.
- **WebSite** — the website the account is assigned to. An account can only be assigned to one website at a time.
- **Account Type** — how the account funds its wagers:
    - **Credit** — the player has a line of credit; the risk or win amount is deducted from or added to their balance after the wager is graded.
    - **Post Up** — the player must deposit money to wager; the risk amount is removed from the balance when the wager is placed, and on a win the risk is credited back along with the winnings.
- **Credit Limit** — the account's credit limit (the maximum amount they can lose).
- **Wager Limit** — the default maximum a single wager can be. Other settings can reduce (override) this for specific wagers, but never raise it.
- **Settle Limit** — the amount at which the account must either pay or be paid. It is used primarily when an account is set to Zero Balance.
- **Zero Balance / Weekly** — how the credit limit is handled each week:
    - **Standard** — a simple credit limit that carries over week to week, just like a credit card.
    - **Zero Balance** — zeroes the player's balance at the end of each week (only when they are at or over their settle) so they start clean.
    - **Weekly Limit** — a mix of the two: the balance carries over, but the player has use of their entire credit limit each week (less any pending balance).
- **Temporary Credit** — temporarily increases the credit limit; the account's total credit becomes Credit Limit plus Temporary Credit.
- **Expires On** — the date (inclusive) through which the temporary credit applies.
- **Confirmation Delay** — forces the player to wait a set number of seconds before confirming a wager, which helps prevent betting steam (major line moves) right before the move; if the line moves during the delay, the player must resubmit at the new line. *Anything much more than 10–15 seconds makes the site nearly unusable, so use with caution.*

- **Enable Captcha** — requires the user to complete a captcha when logging in and placing a wager, ensuring a human (not a bot) is placing each wager.
- **Crypto Promo (%)** — a percentage promotional bonus applied to the player's crypto deposits.
- **Promo Type** — how that promo is credited (e.g., **Promo Credit** or **Free Play**).
- **Player Notes** — free-form notes for your own reference (agent reference only; not shown to the player).

Transactions (Account)

This account's money ledger; where you enter new transactions.

- **Display** — how far back to show: last 7 days (default), last 30 days, last 90 days, or All.
- **Filter Transactions** — which transactions to show:
  - **Non-Wager Transactions** (default; excludes won/lost wagers)
  - **All Transactions**
  - **Deposit/Withdrawal**
  - **Betting Adjustments** (manual credit/debit adjustments that appear in the daily figure as a win or loss)
  - **Wagers Only**
- **Pending** — the total the player has at risk in pending wagers.
- **Available** — the amount the player currently has available to wager.
- **Carry** — what the player ended the previous week at. Click the **Carry** link to enter a new carry.
- **Non-Posted Casino** — current-day casino action that has not yet posted to the transaction history (casino activity only posts as a win or loss when the day ends).
- **New Transaction** — enter a transaction. Choose the **Transaction** type:
  - **Deposit** — player paid in money; balance increases.
  - **Withdrawal** — player received money; balance decreases.
  - **Credit Adjustment** — shows as a player win; balance increases.
  - **Debit Adjustment** — shows as a player loss; balance decreases.
  - **Promotional Credit** — adjusts the balance only (no Deposit/Withdrawal on Weekly Figures, no effect on the daily figure); used for a promotional bonus.
  - **Promotional Debit** — adjusts the balance only; used to reduce or remove a promotional bonus.

  Then set the **Date** (always current for deposits/withdrawals; selectable for credit/debit adjustments so the win/loss lands on the day you choose), the **Amount** (the blue **Zero** button auto-fills the transaction and amount to take the balance to $0), and a **Description** (a default is provided). Click **Continue**, then **Confirm** on the summary (Date, Previous Balance, Transaction, New Balance) — nothing is entered until you confirm.

- **Transaction List** — the player's transactions per the Display and Filter settings, with **Date**, **Description**, **Credit**, **Debit**, and **Balance** columns. **Delete** removes a highlighted transaction (transactions associated with wagers cannot be deleted).

Pending (Account)

This account's open wagers.

- **Risking / To Win Total** — the combined risk and win of all pending on the account (top-right).
- **Pending Wagers List** — each wager's **Accepted** time, **Description**, **Risk**, **To Win**, and (with permission) a **Delete** control. An **Open** wager is marked with a blue "O"; a **Free Play** wager is marked with a blue "FP" to the left of the risk amount.
- **Wager Details** — click any wager to expand it and see:
  - **Ticket #** — the number that uniquely identifies the wager in the system.
  - **Status** — **Pending** (fully placed and awaiting grading) or **Open** (still requires one or more selections to complete).
  - **Risk / Win** — the risk and to-win amounts of the wager.
  - **Game** — the game the wager is on.
  - **Selection** — the League, Rotation Number(s), Period, and Line Type wagered.
  - **Scheduled** — the scheduled event time when the wager was placed.
  - **Accepted** — the time the wager was entered into the system.
  - **Placed On** — whether it was placed on the internet or in the call center.
  - **Game Note** — any game note attached to the wager (this row appears only when a note exists).

Performance (Account)

Review the account's performance over time.

- **Time** — summarize activity **Daily** (default), **Weekly**, **Monthly**, or **Yearly**.
- **Daily Summary** — a list of days (most recent first) with the daily figure for each; click a day to see the wagers or transactions that made up that figure. (Non-Posted Casino is not included for the current date.)
- **Weekly / Monthly / Yearly views** — show the period and the totals won/lost rather than an individual wager list.

Analysis (Account)

The single-player version of the Analysis report — the account's closing-line-value detail (how its wagers fared against the closing line).

Free Plays

Manage the account's free-play balance.

- **Time Frame** — transactions to show: last 7 days (default), last 30 days, last 90 days, or All.
- **Balance** — the current free-play balance.
- **Pending** — the amount currently risked on pending free plays.
- **New Free Play** — add to or subtract from the balance: choose **Transaction** (deposit or withdrawal), **Amount**, and a **Description**.
- **Free Play Transaction Table** — a history of free-play activity over the selected time frame, including deposits, withdrawals, and each free play as it is placed. **Delete** removes a selected transaction.
- **Detailed Free Play Settings** *(button)* — opens the full set of rules that govern how this account's free plays may be used and how they pay.
  - **General Settings** — these apply across all wager types.
    - **Deny Free Play Contests** — blocks free play on contest wagers.
    - **Deny Free Play Parlays** — blocks free play on parlays.
    - **Deny Free Play Teasers** — blocks free play on teasers.
    - **Deny Free Play If Bets** — blocks free play on if-bets.
    - **Deny Free Play Reverses** — blocks free play on reverses.
    - **Max Odds Favorite** — the most negative juice (shortest favorite price) a free-play wager may be placed on.
    - **Max Odds Dog** — the most positive juice (longest underdog price) a free-play wager may be placed on.
    - **Max Payout** — the highest payout a free-play wager may produce.
    - **Min Bet** — the smallest amount that may be wagered with a free play.
    - **Allow Free Play in Dynamic Live** — permits free play to be used on the Dynamic Live platform.
  - **Parlay Settings** — these apply only to parlays, and take effect only when stricter (lower) than the matching General setting.
    - **Max Parlay Bet** — the largest amount a free-play parlay may be wagered for.
    - **Max Parlay Payout** — the highest payout a free-play parlay may produce.
    - **Max Dogs Allowed** — the most underdog (positive-juice) selections a free-play parlay may contain.
    - **Max Favorites Allowed** — the most favorite (negative-juice) selections a free-play parlay may contain.
    - **Max Odds Favorite** — the most negative juice any single selection may carry for free play to apply to the parlay.
    - **Max Odds Dog** — the most positive juice any single selection may carry for free play to apply to the parlay.
    - **Max Parlay Selections** — the most selections a parlay may contain for free play to apply.

    - **Deny Round Robins** — removes the free-play option on round robins.
    - **Deny Open Spots** — removes the free-play option on open spots.
- **Teaser Settings** — these apply only to teasers, and take effect only when stricter (lower) than the matching General setting.
    - **Max Teaser Bet** — the largest amount a free-play teaser may be wagered for.
    - **Max Teaser Payout** — the highest payout a free-play teaser may produce.
    - **Max Teaser Selections** — the most selections a free-play teaser may contain.
    - **Deny Teaser Open Spots** — removes the free-play option on teaser open spots.

Dynamic Live (Account)

This account's Dynamic Live profile. The settings here are defined the same way as the package-level limits described under 3rd Party Limits → Dynamic Live. On a player account they affect **that account only**; if done on an **agent**, they affect any accounts below that agent that do not already have their own profile setting.

Ext Props (Account)

This account's Extended Props profile. The settings here are defined the same way as the package-level limits described under 3rd Party Limits → BetBuilder/ExtProps. On a player account they affect **that account only**; if done on an **agent**, they affect any accounts below that agent that do not already have their own profile setting.

Live Casino (Account)

This account's Live Casino profile, defined the same way as the package-level limits described under 3rd Party Limits → Live Casino. On an **agent** account you have the option to send these settings to all players and agents under the account, in which case they overwrite any current limits.

Crash (Account)

This account's Crash profile. The settings here affect **this account only**; they are defined the same way as the package-level limits described under 3rd Party Limits → Crash.

Place Wagers

Opens the betting interface to place a wager for this account (the same interface as Ticketwriter). With the proper permissions you can also place wagers after a game is in progress, edit the line, and override limits. Use **Edit Line** (the pencil next to the line) to enter new values and save; the risk/win adjusts automatically and you can submit at the edited line. **Exit** leaves the interface.

Player Info

Holds the player's contact and login details along with a few account defaults.

1. **Agent** — the agent the account belongs to.
2. **Website** — the website the player logs into.
3. **Password** — the player's password.
4. **Name** — the player's first name.
5. **Address** — the player's street address.
6. **Time Zone** — the time zone the player's game schedule is displayed in.
7. **City** — the player's city.
8. **State** — the player's state.
9. **Email** — the player's email.
10. **Phone** — the player's phone number.
11. **Alt-Phone 1** — an optional alternate phone number.
12. **Send Wager Alert Telegram** — used to receive Telegram alerts when the player places a wager.
13. **Player Notes** — a free-form notes section; seen only by you, not by the customer.
14. **CAPTCHA** — turns on a CAPTCHA to ensure an actual human is placing the wagers.
15. **Crypto Promo (%)** — the percentage promotion the player receives when making a deposit via cryptocurrency.
16. **Promo Type** — the type of credit that will be given. The two options are:
    - **Free Play**
    - **Promo Credit**
17. **Pitchers** — the default setting for the player's baseball pitchers. The three options are:
    1. **Action** — by default, neither pitcher is required to start.
    2. **Listed** — by default, both pitchers are required to start.
    3. **Fixed Odds** — pitchers are removed entirely; accounts with this setting get no line adjustment and no cancellation of wagers if the pitcher changes on either team.

Offerings (Allow / Deny)

Controls what the player is allowed to bet. The screen has two parts: the **account-level toggles** (whole products and wager types) and a blue **Allow Deny** button that opens the **detailed grid**, where you allow or deny individual markets sport-by-sport.

Account-level toggles

- **Account Status** — the overall state of the account (e.g., Active).
- **Product toggles** — the same products you can toggle on and off in The Basics. They appear here because on mobile they are not located in The Basics, only here.
- **Wager-type toggles** — turn whole bet types on or off:

- **Straights** — single wagers.
- **Parlays** — multi-selection wagers paid as a combined parlay.
- **Round Robins** — sets of parlays generated from a group of selections.
- **Teasers** — parlays where the player moves the line in their favor for a reduced payout.
- **If-Bets** — conditional wagers where a later bet only places if an earlier one meets a condition.
- **If Bets To Same Half** — allows an If Bet to use the side and total of the same half.
- **Action Reverse** — two-way if-bets run in both directions.
- **Birdcages** — action reverses with more than two selections.

Blue "Allow Deny" button — detailed grid. Fine-tunes offerings by market for the selected sport:

- **Sport Select** (top) — choose the sport to view.
- **Row Select** (left) — each row is a market; check it to select it (the column-header checkbox selects/clears all). Adjusting a setting also auto-selects that row.
- **On/Off per line type — Parlays, Spread, Moneyline, Total, Team Total**. *On* allows the offering, *Off* denies it. (Turning **Parlays** off means none of that row's line types may be used in parlays.)
- **Copy / Paste** — the copy icon copies the selected row's settings (the top row if several are selected); the paste icon applies them to all other selected rows.
- **+ All / – All** — turn every setting **on** / **off** across all selected rows.
- **All Contests** — a single on/off for all contest offerings. (Contests are tied to a market — e.g., Odds to Win the World Series is tied to MLB — so turning a market completely off also hides its contests.)

Saving and sending changes. Changes can be saved for a single player, pushed to a whole agent or master agent, or applied to your entire package (from Customer Admin). Sending to an agent brings up a confirmation screen where you choose which settings to send. The settings are also saved to the agent's profile, so new players created under that agent inherit them. **Settings sent from an agent override existing settings on the players and agents beneath them — use with care.**

Limits (Max Wager)

Sets maximum wager limits for the **standard Sportsbook product only**. Limits for the third-party products (Dynamic Live, BetBuilder / Extended Props, Live Casino, Crash) are **not** set here — they live under 3rd Party Limits and the per-product account sections.

The system always applies the **least** of every limit that could apply to a wager (House Limit, Wager Limit, Max Wager override, and so on). A value of **0** means "no limit from this field."

Account-level fields (shown on the main Limits screen)

- **Account Type**, **Credit Limit**, **Wager Limit**, **Settle Limit**, **Zero Balance / Weekly** — the account's core credit and settlement values (also shown on The Basics).
- **Minumum Wager Internet** and **Minumum Wager Call Center** — the smallest wager you'll accept, set as **two separate fields** (one for internet play, one for the call center).
- **Temporary Credit**, **Expires On**, **Confirmation Delay** — already described in The Basics.
- **Respect Circle Limits** — when the office or an agent "circles" a game (places a lower limit on it, usually for uncertain or weak lines, small markets, early-week, or overnight), this toggle controls whether the account respects or ignores those circles.
- **Full Wager Limit On All Wagers** — ignores the account's "House Limits" so a valued player can wager full limits. (Specific limits set in the Max Wager grid still apply; this only bypasses the House Limits.)

Blue "Max Wager Profile" button — detailed grid. Opens a by-market grid with sport icon tabs across the top and one row per market and period (e.g., NFL, NFL - 1st Half, NFL - 1st Quarter). For each wager column — **Spread, MoneyLine, Total, Team Total** — you can set:

- **(Limit)** — the maximum wager for that market/column. The number in parentheses in the header (e.g., "(500)") is the account maximum derived from the account's wager limit and house limit (the lesser shows); a value entered here overrides it **if lower**.
- **Early Limits** — reduce risk early in a market's life: the player may wager only up to the early-limit amount until either a set time on game day or a set number of hours before game time, after which full limits apply.
- **Hide Lines** — hides a market from the player until a set number of hours before game time. The value on this row is itself the hours-before-game setting. (Graphical only — the lines technically exist, so an automated betting bot can bypass the hiding.)
- **Early Limit Time of Day (EST)** — the time on game day the account gets full limits. (Games after midnight are adversely affected by this setting.)
- **Hours Before Game** — applies to **Early Limits** only: the hours before game time at which the account gets its full limits. Only **Time of Day** *or* **Hours Before Game** may be set, not both.
- **Max Parlay Limit** — a separate parlay limit for that market.
- **Global Limit** — applies only if the account already has a global limit set. If the global limit entered here for a market is **less** than the account's general global limit, it applies for that market; otherwise the standard global limit applies.
- **Correlation (0-100)%** — the correlation percentage applied. Defaults are roughly **33%** for the football **Game** period, **30%** for **halves**, and **25%** for **quarters**; it is

adjustable by market and period. (We try not to affect NFL game wagering if at all possible.)

Row tools (top-right of the grid):

- **Copy** — copies the selected row's settings (the top row, if several rows are selected).
- **Paste** — applies the copied settings to all other selected rows.
- **Erase** — sets all values in the selected rows to 0.
- **Row select** — check a row to select it; the column-header checkbox selects or clears all rows.

Saving and sending changes. Changes can be saved for a single player, pushed to a whole agent or master agent, or applied to your entire package (from Customer Admin). Sending to an agent brings up a confirmation screen where you choose which settings to send. The settings are also saved to the agent's profile, so new players created under that agent inherit them. **Settings sent from an agent override existing settings on the players and agents beneath them — use with care.**

Vig Setup

Controls the **price (juice)** you offer the player, by market and line type. The main screen holds account-level pricing options plus a blue **Vig Setup** button that opens the **detailed price grid broken down by sport / league / period**.

Account-level fields (shown on the main Vig Setup screen)

- **Max Price on Contest** — caps the price offered on contests (any betting option with 3+ outcomes where DRAW is not the 3rd, e.g., Odds to Win the Super Bowl); anything higher is brought down to this. Enter a **positive** value.
- **Max MoneyLine Price** — caps the largest **negative** moneyline you offer (applies to the **Moneyline** line type only); anything beyond it is hidden, along with the corresponding positive side on the other team. Enter a **negative** value.
- **Flat Pricing** — offer one flat price regardless of the line for **Basketball** and **Football** spreads and totals, selectable per period (**Game, 1st Half, 2nd Half, Quarters**), from −100 (no juice) down to about −125. *N/A* leaves it unset.
- **Free Half Point** — *not currently available; this is an item for future development.* (When available, it will be a promotional tool to give players a free half point on chosen days of the week.)

Blue "Vig Setup" button — detailed price grid. Sport icon tabs across the top, one row per market and period. For each wager column — **Spread, MoneyLine, Total, Team Total** — you set:

- **Price** — a dropdown of the price for that market/column (e.g., −105 Conventional, −110, −115).
- **Vig Discount** — an additional 1–100% adjustment to fine-tune the price.

- **Max Price** — a per-market max price (−101 to −9999). If the account already has a general Max Price applied, the system respects the **lowest** Max Price that applies.

Row tools (top-right of the grid):

- **Copy** — copies the selected row's settings (the top row, if several rows are selected).
- **Paste** — applies the copied settings to all other selected rows.
- **Erase** — sets all values in the selected rows to 0.
- **Row select** — check a row to select it; the column-header checkbox selects or clears all rows.

Saving and sending changes. Changes can be saved for a single player, pushed to a whole agent or master agent, or applied to your entire package (from Customer Admin). Sending to an agent brings up a confirmation screen where you choose which settings to send. The settings are also saved to the agent's profile, so new players created under that agent inherit them. **Settings sent from an agent override existing settings on the players and agents beneath them — use with care.**

Parlays

A player's parlay settings.

- **Parlay Profile** — the profile assigned to the player, which sets **Max Teams** (most selections allowed), **Parlay Odds** (base payout odds), **Max Odds** (maximum payout odds), and **Base Price** (the price used to calculate payouts, usually −110). Use **View Parlay Setup** to see the assigned profile's settings.
- **Parlay Odds** — how payouts are calculated:
  - **Standard** — follows the profile as long as all legs are Spread/Total on Football/Basketball; if anything besides this is included the parlay will pay true odds.
  - **True Odds** — always pays true parlay odds.
  - **Always by Profile** — will always pay using the parlay profile odds. This is the setting we typically recommend as a default, as it will avoid very high payouts in larger parlays.
- **Parlay Vig Setting** — the vig used for Basketball/Football Spreads/Totals in parlays: **Standard** (same juice as straight wagers) or **−110** (forces a 20-cent line in parlays — useful when you offer reduced juice on straights but don't want to extend it to parlays).
- **Max Dogs** — limits how many positive-**price** selections may be in a parlay (e.g., +3 +120 counts as a dog; +3 −110 does not).
- **Max Bet** — maximum wager on single parlays or round robins. Individual parlays in a round robin are still capped by the single-parlay limit even if there is no Max Bet for round robins.

- **Max Payout** — caps the parlay/round-robin payout. If a parlay or round robin would pay out more than the Max Payout, the player is prompted to change the wager amount (the payout is no longer reduced automatically).
- **Parlay Configuration by # of Selections** — a table to restrict parlays in detail by the number of selections. For each selection count you can set:
  - **Wager Limit** — the maximum wager allowed on a parlay with that many selections.
  - **Open Spots** — the number of open (to-be-filled) spots allowed given that number of selections.
  - **Max Totals** — the maximum number of totals allowed in the parlay.
  - **Max Dogs** — the maximum number of dogs (positive-price selections) allowed.
  - **Max MLs** — the maximum number of moneylines allowed.
  - **Max DC** — the maximum number of underdog spread lines ("dog chalk") allowed.
  - **Max Fav** — the maximum number of negative-price moneyline favorites allowed.
  - **Max Payout** — the maximum payout allowed for a parlay with that many selections.
- **Open Parlays** — allow or disallow open spots in parlays.
- **Buying Points** — allow or disallow buying points in parlays.
- **Round Robins** — allow or disallow round robins. (A disallowed player can still place the individual parlays manually; this only removes the round-robin dropdown.)
- **Parlay Buyout** — optionally let a player buy out of a parlay early for a fee (requires at least one winner and that the remaining selections are still open to wager).
- **Buyout % Charge** — reduces the bought-out payout by this percentage (recommended 15–20%).
- **Max Wager per Team** — caps the total parlay dollars any single selection can appear in (the parlay risk amount is used), to prevent wheeling of selections.
- **Parlay Anything** — allow parlaying anything that is not specifically correlated.
- **Parlay Golf Matchups / Parlay NASCAR Matchups** — override the default that disallows parlaying golf / NASCAR matchups.
- **Parlay Baseball Runlines / Parlay Hockey Pucklines** — these spreads are allowed in parlays by default (blocked only with the same-game total); use these to disallow them.
- **Parlay ML** — allow or disallow moneylines in parlays.

Teasers

A player's teaser settings.

- **Teaser List** — the teasers available to the account, each showing its **Teaser** (name), **Min Picks**, **Max Picks**, **Ties** (what happens when a selection ties), and a **Setup** view listing the leagues and points given for Spread/Total, the min/max picks and tie rule, the payout odds, and the player-facing description.
- **Teaser Configuration by # of Selections** — restrict teasers in detail by the number of selections. For each selection count you can set:
  - **Wager Limit** — the maximum wager allowed on a teaser with that many selections.
  - **Open Spots** — the maximum number of open (to-be-filled) spots allowed given the number of selections in the teaser.
  - **Max Totals** — the maximum number of totals allowed in the teaser.
- **Max Bet** — maximum wager on teasers.
- **Max Per Team** — caps the total teaser dollars any single selection can appear in, to prevent wheeling of selections.
- **Max Totals** — limits how many totals may be used in any one teaser.
- **Open Teasers** — allow or disallow open spots in teasers.

Buying Pts

Controls whether and how a player may buy points (move the line in their favor for a price).

Point Buying setup — set separately for **NFL, NCAA Football, and Basketball**:

- **Cost to Buy each ½ Point** — what the player is charged to buy a half point (e.g., from +4 to +4½).
- **Maximum number of ½ Points** — the most half points a player may buy (4 half points = 2 full points is the usual default).
- **Buying On/Off 3 or 7** — for NFL and NCAA Football, set special handling for the key numbers 3 and 7. *On* means buying onto the number (e.g., +2½ to +3); *Off* means buying off it (e.g., +3 to +3½).

Additional Settings:

- **Allow In Extra Games** — allow or disallow point buying in Extra Games.
- **Buying Points in Parlays** — allow or disallow buying points within parlays.
- **Buying Points in WNBA** — allow or disallow point buying on WNBA.

Risk Management

A screen for managing an account's overall risk controls, including its global team limit.

- **Respect Circle Limits** — from time to time the office or an agent will *circle* a game, putting a lower limit on it. The office usually does this for uncertainty in a game, small markets, early in the week, or overnight — basically any time the lines may be weaker. This setting lets the account either respect or ignore those circles.

- **Full Wager Limit On All Wagers** — each account has a set of "House Limits" that cap the maximum wager. For valuable players you may want to ignore these, and turning this on does so. (Specific limits assigned in the Max Wager grid still apply; this only bypasses the House Limits.)
- **Global Max Payout** — caps the total payout the account can win on any single wager across the regular Sportsbook. This does not include third-party products. A wager that would pay more is blocked and the player is asked to adjust the wager amount.
- **Max Contest Wager** — limits the maximum wager on contests (any betting option with 3+ outcomes where DRAW is not the 3rd, e.g., Odds to Win the Super Bowl).
- **Max Contest Payout** — limits the maximum payout on contests. We do not allow them to go over this amount; if a contest wager would pay more, the system prompts the player to adjust their wager.
- **Max Soccer Wager** — limits soccer wagers as a whole, without having to set each individual league limit in the Max Wager grid. (As always, the system uses the least applicable limit.)
- **Early Limit by Sport** *(button)* — an easy way to mass-apply **Early Limits** or **Hide Lines**. Doing this in the Max Wager grid means clicking every option, entering the setting, and applying it — one sport at a time. This button applies those settings across an entire sport, or all sports, at once. Note that the default values here always show **blank**: because different sports, leagues, and periods can each carry different settings, there is no single summary value to display — so whatever you enter here **overwrites** anything already set. (For details on what Early Limits and Hide Lines do, see Limits (Max Wager).)
- **Prop Wager Settings** *(button)* — mass-applies settings to **prop markets**. You can turn them all on or off, set them all to a specific vig, or set them all to a specific wager limit, by sport or for all sports at once.
- **Major/Minor Soccer Settings** *(button)* — mass-applies the on/off, vig, or wager-limit setting to all **major and/or minor soccer leagues**. Because there are so many soccer leagues, doing this manually can strain the system, so this makes it easier on both you and the platform. A blue link lets you see which leagues are classified as major and minor.

Global Team Limit — caps how much a player can wager on a given selection. This includes all wagers on that selection, even those already graded.

- **Global Team Limit** — the total dollar amount the player may have on a single selection across the selected wager types. (For this purpose Spread and Moneyline count as the *same* selection — a $1,000 limit means $1,000 total between the spread and moneyline of the same game, absent other pending on that selection.)
- **Apply to Whole Game** — applies the limit across all line types, so it includes Total and Team Total as well.
- **Include All Quarters/Periods** — extends the limit to include all quarters and periods (e.g., 2nd halves), which were historically treated as separate wagers.

- **Straights / Parlays / Teasers / If-Bets/Reverses** — choose which wager types the global team limit applies to.
- **Reverse Limit Rule** — how reverses count toward limits: **Standard** counts the wager amount once per selection regardless of how many times it appears; **True** counts each appearance of the selection (so a $100 3-team birdcage, where each team appears 4 times, would count as $400 on each).
- **Team Limit** — when using the Standard rule, caps the total appearance volume to avoid excessive risk on many-selection birdcages.

Smart Bookie

Smart Bookie automates line movement for all or for groups of your players based on the action they take.

- **Smart Bookie** — turn the feature on or off for the account.
- **Apply To All Markets** — apply it to **all markets**, or, when off, just **games and halves**.
- **Max Move** — the wager amount at which the system makes its maximum move. The maximum move is 50% of the vig setting — so on a 20-cent line, the max move is 10 cents.
- **Group** — the group the player belongs to. These are typically agents, since the agent's shade is what's used to move the line.
- **Player Grade** — affects the *size* of the move, in combination with Max Move. The grade is a weight: **A** is 100%, **B** is 80%, **C** is 60%, and so on. So a wager that would move an A-rated player's line 10 cents would move an F-rated player's line only 20% of that, because the F weight is 20%. This lets you account for sharp action versus square action.

Note: these same options appear on the **Smart Bookie** screen under the Customer Admin menu. The difference is that from Customer Admin you can see and adjust **multiple** accounts at once, whereas here you are viewing and editing only this one player.

Communication

The Communication section is used to manage communication with the player.

- **Site Messages** — controls the small orange pop-up message the player sees when they first log in, if you choose to set one:
  - **Website Message** — shows every time the player logs into the website.
  - **Ticketwriter Comments** — appears to clerks when the player calls in to place a wager.
- **Inbox** — the messages in the player's inbox. For each you'll see who it's **From** (which may be any agent in the account's hierarchy), the **Time Read** (or "Unread"), the **Subject**, and a short preview. Click a message's summary line to read the full message.

- **Sent** — the messages the player has sent, with the same columns as the Inbox except you'll see **To** instead of From.

Copy Settings

Copies selected settings from the current account to other accounts you choose. Turn on the setting groups you want to copy — **Vig Setup**, **Max Wager Setup**, **Allow / Deny**, **Basic Account Limits** — then search for and select the destination accounts and click **Copy** (top-right).

Agent-only sections (Permissions · Accounting · Send Setting)

When the account you open is an **agent** (rather than a player), the grid menu adds three sections that only apply to agents: **Permissions**, **Accounting**, and **Send Setting**.

Permissions

Controls what the agent is allowed to do. Settings are organized into four groups.

General Account Setup

- **Update Info** — edit account information.
- **Enter Deposits / Withdrawals** — record deposits and withdrawals.
- **Enter Betting Adjustments** — enter credit/debit adjustments.
- **Add Accounts** — create new accounts.
- **Suspend Wagering** — suspend an account's wagering.
- **Delete Transactions** — delete transactions.
- **Move Accounts** — move accounts between agents.
- **Prefix** — the account-ID prefix the agent's new accounts use. (An agent with no prefix cannot create accounts.)

Limit And Sport Setup

- **Change Credit Limit** — edit account credit limits.
- **Change Wager Limit** — edit account wager limits.
- **Change Temp Credit** — edit temporary credit.
- **Change Settle Figure** — edit settle figures.
- **Set Global Team Limit** — set the global team limit.
- **Allow / Deny** — edit the Allow/Deny report.
- **Set Minimum Bet Amount** — set minimum wager amounts.
- **Adjust Parlay/Teaser Setup** — edit parlay and teaser configuration.
- **Max Wager Setup** — edit the Max Wager report.
- **Juice Setup** — edit the Vig Setup report.
- **Min / Max ranges** — the range of values the agent is allowed to assign for each limit type. For each, you set the minimum and maximum the agent may enter:
  - **Credit Limit** — min/max credit limit the agent can assign.

- **Parlay Limit** — min/max parlay limit the agent can assign.
- **Contest Limit** — min/max contest limit the agent can assign.
- **Wager Limit** — min/max wager limit the agent can assign.
- **Teaser Limit** — min/max teaser limit the agent can assign.
- **Minimum Limit** — min/max minimum-wager amount the agent can assign.
- **Free Play Weekly Max** — the maximum dollar amount in free play the agent can give out.

Note: if the logged-in agent has a limit set in one of these fields, they will not be able to edit it for their sub-agents.

Lines And Wagers

- **Manage Lines** — shade and manage lines in Game Admin.
- **Manage Props** — allows the shading of lines in Game Admin for Contests.
- **Delete Bets** — controls whether and when the agent can delete wagers, via a dropdown:
  - **Never** — the agent cannot delete wagers.
  - **Before Off Time** — only before a game starts.
  - **Anytime** — up until the game is graded.
- **Place Late Wagers** — allows the agent to place wagers after game start and to bypass account limits.

Site Options — turn access to each feature on or off: **Deleted Wagers Report, Ip Checker, Messaging System, Game Admin, Contact Us, Setting, Free Play Manager, Manage Ext Props, Allow Set Casino Limits, Allow Deny, Max Wager, Vig Setup, Bet Ticker, Agent Billing, Set Live Bet Limits, Set Live Casino Limits,** and **Allow Set Crash Limits**.

Accounting

Appears only on agent accounts and automates accounting functions. (The week ends at 6am ET on either Monday or Tuesday, depending on your Start of Week setting.)

- **Start of Week** — traditionally Monday–Sunday, but you can switch the week to Tuesday–Monday (e.g., to include Monday Night Football). This is set per agent and applies to all players under that agent. A master agent may have a different start of week than the agents under them; each sees figures using their own start of week. A separate **Start of week (accounting)** sets the week used for accounting.
- **Current MakeUp** — if you track accounting with a red figure (makeup), the system-calculated red figure shows here. (It can be adjusted; contact the office if needed.)
- **Crypto Currency** — **Cashier**, **Wallet**, and **Promo (%) on Deposits** for crypto handling.
- **Commission Type** — choose from six types:
  - **Agent Split** — both sides take risk and the agent pays and collects. If players win, the agent is owed money to pay them; if players lose, the agent collects.

  - **Agent Red Figure** — the agent takes no risk: when players lose he receives a percentage of the losses; when they win he loses nothing and a red figure is created that players must lose back before commission resumes. As an *agent* figure, he still pays and collects. (An agent cannot start with a red figure; the first week's distribution is adjusted manually — Customer Service can help.)
  - **Agent Weekly Profit** — like red figure (no agent risk) but no red figure is carried; if players win one week and lose the next, the agent receives full commission the losing week.
  - **Affiliate Split** — like Agent Split, but the affiliate does **not** pay and collect; he is credited when players lose and debited when they win.
  - **Affiliate Red Figure** — like Agent Red Figure, but as an affiliate he's credited when players lose and has no transaction when they win.
  - **Affiliate Weekly Profit** — like Agent Weekly Profit, but as an affiliate he's credited when players lose and has no transaction when they win.
- **Commission %** — the percentage the agent receives.
- **Based On** — how accounting is calculated:
  - **Weekly Figures** (the agent's weekly win/loss)
  - **Transactions** (the prior week's total deposits and withdrawals on the players' accounts)
- **Accounting Split** — a list of additional splits applied to the agent. Each row shows the percentage and what it's based on (with edit/delete controls and a **+** to add another), letting you split an agent's action among multiple parties.
- **Head Count Rate** — the per-head fee charged per active player by product (charges are based on **graded** wagers, so they match the players you see on Weekly Figures):
  - **Call Unit** — per player that wagers by phone. (A player with at least one call-in wager counts as call-in even if they also bet online.)
  - **Internet Only** — per player that wagers online. Any activity on the website through any product counts the player as an internet player.
  - **LV Casino / AC Casino** — per player that wagers in the respective digital casino. (A player who plays only casino in a week is still charged as an internet player, plus any amount here.)
  - **Live Casino** — per player that wagers in the Live Casino. (Separate fee; a player who only plays Live Casino is not charged as an internet player.)
  - **Dynamic Live** — per player that wagers on the Dynamic Live platform.
  - **Prop Builder** — per player that wagers on prop-builder markets.
  - **Bet Builder** — per player that wagers on Bet Builder markets.
  - **Crash** — per player that wagers on Crash.
  - **SMS** — per SMS text the system sends.
  - **Fantasy** — per player that wagers on fantasy offerings.
  - **Casino Fee (%)** — an optional percentage charge on the agent's weekly casino win/loss.

- **Rules** — additional accounting rules the office can enter for you; any applied rules appear listed here. Available rules are:
  - **Exclude** — exclude an agent (or master agent) from the distribution of a master agent. It excludes the agent only from the distribution of the master on which it is applied; to exclude from multiple levels, apply it at each level.
  - **Transfer Distribution** — transfer the distribution done on the account to another agent (or master agent) each week.
  - **Per Head Commission** — pay a per-head commission to another agent (or master agent) based on the weekly player count. You can pay on any (or multiple) of: Inet Charges, Phone Charges, Casino Charges, Live Casino Charges, Live Betting Charges, or SMS Charges. Paid each week on Mondays following the regular distribution.
  - **Pay % Commission** — take the standard accounting rules (Agent/Affiliate Split, Red Figure, or Weekly Profit) and calculate them on another separate agent (e.g., Agent A gets a 15% red sheet on Agent B's package). *If a red figure is calculated in both places, changing it requires updating it in both, as they are tracked separately.*
  - **PPH Credit Shutdown** — automate alerting agents when they owe and shutting them down if they don't pay. It can alert them daily as they approach their settle limit, and shut them down automatically if they exceed a set amount and don't settle by a set day.

Send Setting

A bulk tool to push selected default settings down to the accounts under the agent. Each setting has a **checkbox** so you send only the items you want; set the values you want and **Save** to push them. The description of each of these attributes is located in the appropriate Account Details section.

- **Left:** Account Status, product toggles (Sportbook, LV Casino, Racebook, Messaging, Dynamic Live, Poker, Prop Plus, Live Casino), and **Time Zone**.
- **Middle:** Minimum Wager Internet, Parlay Profile, Parlay Max Dogs, Max Bet (Single Parlay), Max Payout (Single Parlay), **Open Parlays** toggle, Teaser Max Bet, **Open Teaser** toggle.
- **Right:** Max Contest Wager, Max Contest Payout, Max Soccer Wager, Max Price on Contest, Max MoneyLine Price.

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6. Messaging

A closed messaging system for secure communication with your players, your sub-agents, the agent above you, and the office.

- **Compose** — start a new message.
- **Inbox** — incoming messages, showing the sender, subject, and time sent.

- **Sent** — messages you've sent, showing the recipient, subject, and time sent.
- **Message List** — click any message to open and read it.
- **Delete Selected** — deletes the messages you've selected (click the circle to the left of a message to select it).

Reading a message. An open message shows the **Message** body and, if it's a reply, the **Original Message**. From here you can **Reply** to the sender, **Forward** it to someone of your choosing, or **Delete** it (the trash-can icon).

Composing a message.

- **Recipient** — who the message goes to:
  - **Specific Account(s)** (default — search one or more accounts)
  - **All Players** (everyone below you)
  - **All Agents** (all agents below you)
  - **All Players and Agents**
  - **Customer Service** (if your office uses online customer service messaging)
  - **My Agent** (the agent directly above you)
- **Search / Recipient List** — when sending to specific accounts, search by ID or password; selected recipients appear in a list where you can remove any with the **"x."**
- **Subject** — the subject line.
- **Message** — the body.
- **Popup Message** — appears only when sending to accounts below you. It makes the message pop up when the account logs in and forces them to click **"I Got It"** to proceed. (Not available for My Agent or Customer Service. The subject is automatically set to "Pop Up Message" and should not be edited.)
- **Cancel / Send** — discard, or send to the chosen recipients.

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7. Game Admin

Game Admin is where you view your action on each game and adjust the lines (if you have permission to do so).

Controls

- **Date Range** — choose the games shown:
  - **Today** *(default)* — today's games.
  - **Yesterday** — yesterday's games. (You'll usually need to set **Games to show** to include Graded games to see them.)
  - **Full Board** — all games on the current and future dates.
- **Games to show** — decide which games appear; you can combine any of the three:
  - **Active** *(on by default)* — games still available for wagering (not yet started).

  - **Game Off The Board** *(on by default)* — games that have started but aren't finished/graded, so they can't be bet anymore.
  - **Graded** *(off by default)* — games that are over and graded. This is needed when switching the timeframe to Yesterday, since those games are generally already completed and graded.
- **Sport/League** — click a sport tab to list its leagues and wagering options, then pick the one to view. Contests are always listed to the far right.
- **Agents** — view the information for a specific agent or master agent below you.
- **View** — the report view:
  - **Admin** *(default)* — view action and shade lines (if you have permission).
  - **Position** — does **not** allow shading, but shows all wager types (Straight, Parlay, Teaser, Reverse) and the volume for each. (See Agent Position below.)
- **Period** — choose the period to view (Game by default, or e.g. 1st Half, 1st Quarter).
- **$ / R / #** — change how wager volume is displayed: **$** = Volume (base amount wagered), **R** = Risk (total risk amount), **#** = Wager Count.
- **Score / Opener** — by default you see the Score column; click the header to switch it to Opener (the line the office opened the game at).
- **– / +** (column control) — **–** removes all lines in a column (shown grey); **+** returns them.

The board. Each row is a game with its **Spread**, **Moneyline**, **Total**, and **Team Total** columns. The line shown is the current line — click it to adjust if you have permission. The figure beside it is your wager volume (or risk, or count) on that line; in this view you see **Straight** wagers only (use Position, or click the figure, for parlay/teaser detail). You can also **Circle** a game for a reduced limit if you have permission. **Clicking any blue figure opens the list of wagers** on that line.

Line Shading. With permission you can shade lines for your players.

- **Shade Type:**
  - **Soft Shade** — moves along with the office. Example: the office runs −7 and you want to run a half point higher, so you soft-shade to −7½; if the office moves to −6½ your line becomes −7, if it moves to −7½ your line becomes −8, and so on.
  - **Hard Shade** — stays at the exact line you enter regardless of what the office line does. On a hard shade you can enable a **custom comeback** (a toggle below the second team on the left): a normal shade uses the vig from the lineset to set the comeback, but with custom comeback you set it to whatever you want. *Use hard shades and custom comebacks carefully — they will not move when the office line moves.*
  - **Remove Line** — removes the line completely.
  - **Remove Previous Shade** — clears any prior shade and returns your line to the office line.
- **Original Line** — the office's current line, before any shade.

- **Shaded Points / Shade Price** — for non-moneyline types you enter **Points** and **Price**; for moneylines you enter only **Price** (always the negative value).

The Wagers (clicking a blue figure). A popup lists the wagers on that line.

- **Wager Type** dropdown — defaults to Straight; you can also view Parlay, Teaser, If Bet, or Reverse.
- **Wager List** — each wager's time, account, selection, line, and amount, with the agent in the far-right column; click any wager to open that player's pending for further investigation. Click a column header to sort.
- **Total** — the total volume and count per selection (matching the grid).
- **Exclude Losers** — for parlays and teasers, hides plays that have already lost so you can see your true remaining risk.

Contests. Contests display with the contestants on the left and the lines to the right; click a line to shade it (with permission). A red **Remove All Lines** button removes every line for the contest, effectively pulling it as an option. **Contest shades are always hard shades** — your shade stays at the number you enter until you change or remove it.

Agent Position. Selecting **Position** in the View dropdown shows the same information as Game Admin, but instead of lines (and shading) it lays out your **Volume, Risk, or Count** across the wager types **Straight, Parlay, Teaser,** and **Reverse**. Clicking any figure gives the same wager-list view as clicking a figure in Game Admin.

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8. Customer Admin

A report to quickly change the basic details of one or many accounts on a single page.

A hint at the top reads *"Click on any column heading to change an entire column."*

Customer table. Each row is an account. The default columns are:

- **Customer** — the account ID (click to open the account's full details).
- **Password**
- **Name**
- **Credit Limit**
- **Wager Limit**
- **Settle Figure**
- **Balance**
- **Pending**
- **Status**
- **Sportbook**
- **Casino**
- **Horses**

- **Edit**

Additional optional columns can be turned on in **Settings**:

- **Available**
- **FP Balance** (free-play balance)
- **Read Only**
- **Enabled**
- **Phone**
- **Last Login**
- **Last Ticket**

Controls

- **Agents** — *(master agents)* show all agents by default, or filter to one.
- **Settings** — choose which columns to display (some are off by default).
- **Excel export** — export the report.

EDIT. Each row has an **EDIT** button that opens that account so you can change its editable values (the informational columns such as Balance, Pending, and Settle Figure are display-only). The hint at the top — *"Click on any column heading to change an entire column"* — lets you apply a change down a whole column at once.

Customer Admin menu. The menu button to the left of **"Customer Admin"** (top-left) opens several related reports:

- **Cust Admin** — the regular report described above.
- **New Users** — a list of recently created players.
- **Allow Deny** — your Allow/Deny report. Adjusting it here sets the offerings for **you and everyone under you** — these are your "house settings." For example, to shut off all Tennis for everyone under you, turn Tennis off here and save/send.
- **Max Wager** — same as Allow Deny, but for your Max Wager house settings (applies to you and everyone under you).
- **Vig Setup** — same as Allow Deny, but for your Vig Setup house settings (applies to you and everyone under you).
- **Smart Bookie** — view and edit all accounts that have Smart Bookie active (the package-wide version of the per-account Smart Bookie screen).

  Changes made from the **Allow Deny**, **Vig Setup**, and **Max Wager** reports follow the same save/send rules described under Account Details: sending from an agent overrides settings on the players and agents beneath them, so use care.

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9. Cashier

Enter individual or multiple transactions quickly. There are two views; agents default to **Agent Mode** and master agents to **Manual Mode**.

Agent Mode. A list of all players (grouped by agent, with settle and balance shown). For each account you can set:

- **Transaction** — Deposit, Withdrawal, Credit Adjustment, Debit Adjustment, or Free Play Deposit (as permitted).
- **Amount** — the transaction amount.
- **Figure Date** — today for everything except credit/debit adjustments, which you can date to a different day in weekly figures.
- **Description** — a default is provided.

Agent groups are **collapsible** (expand with the **+**). A **Continue** button sits atop each agent's list — clicking any one processes the transactions across all agents. **History** shows the last 30 days for an account.

Manual Mode. Search up to 10 accounts (player or agent) and transact on them all at once on one screen, with the same Transaction / Amount / Figure Date / Description fields.

Confirm Transaction. In either mode, **Continue** brings up a confirmation listing every transaction, its account, amount, and the resulting balance. You can **Process** (apply all), delete an individual transaction with its **"x,"** or go **Back** to cancel them all. Nothing is applied until you process.

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10. Add Customer

Create a new account. A chooser offers three options:

- **Player** — add one or many players. The fields are:
  - **# of Accounts** — how many accounts to create at once (1–10).
  - **For Agent** — *(master agents)* the sub-agent to add the account(s) under. (Not shown if you are an agent.)
  - **Start With** — the agent's prefix followed by the number to start creating accounts from; the next available number is shown by default. (An agent must have a prefix assigned to create accounts.)
  - **Inherit From** — *(master agents)* whether new accounts inherit settings from your own master account or from the sub-agent (sub-agent by default). (Not shown if you are an agent — accounts inherit from your settings automatically.)

  Click **Create**, review the confirmation popup (it flags any requested IDs that aren't available), and **Confirm**. Creating a single account takes you to its Account Admin; creating multiple takes you to Customer Admin for the agent.

- **Agent** — create a new agent account (agents have players under them, not agents).
- **Master** — create a new master agent (masters have agents under them, not players).

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11. 3rd Party Limits

Sets wagering limits for the third-party products. The screen has four tabs — **Dynamic Live**, **BetBuilder/ExtProps**, **Live Casino**, **Crash** — and a **Save** button. These settings set the **default limits for the agent** (and everyone under them); the matching per-account screens in Account Details override them for a single account.

Dynamic Live

A **View Settings** dropdown switches between two modes.

1. Wagering Limits

- **Min Straight Bet / Max Straight Bet** — the smallest and largest allowed straight (single) live wager.
- **Max Per Offering** — the most that can be wagered on any one offering.
- **Max Bet Per Event** — the most that can be wagered on a single event.
- **Max Win for Single Bet** — caps the win on one straight wager.
- **Max Win for Event** — caps the total win across an event.
- **Delay (sec)** — the live wager acceptance delay, minimum 5 seconds.
- **Max Favorite Line / Max Dog Line** — the largest favorite (negative) and dog (positive) prices that may be wagered.
- **Min Parlay Bet / Max Parlay Bet** — the smallest and largest live parlay wager.
- **Max Win for Event (parlay only)** — caps the parlay win across an event.
- **Max Dog Line (Parlays)** — the largest dog price allowed in a live parlay.
- **Wager Cool-Off (sec)** — a required wait between a player's live wagers.
- **Live Parlays** — allow or disallow live parlays.
- **Block Wagering Prior To Start** — block live wagers before the event starts. Advised, because you do not want conflicting lines with the regular pre-match Sportsbook.
- **Block Wagering at Halftime** — block live wagers during halftime. Suggested, so as not to conflict with the regular Sportsbook second-half offerings.
- **Include Graded Wagers in Limits** — count already-graded wagers toward the limits.
- **Use Risk (not Volume) for Limits** — measure limits by risk rather than volume.

2. Sport/Leagues Offerings — choose which sports and leagues are offered on the dynamic-live platform.

BetBuilder/ExtProps

These settings apply to **both Bet Builder and Extended Props**. The fields here are defined the same way as the Dynamic Live wagering limits above (without the toggle column) — see that section for the field descriptions.

Live Casino

- **Max Win Per Day** — the most a player can win in the Live Casino in a day.
- **Max Loss Per Day** — the most a player can lose in the Live Casino in a day.
- **Max Win Per Week** — the most a player can win in the Live Casino in a week.
- **Max Loss Per Week** — the most a player can lose in the Live Casino in a week.

You have two options when applying these limits:

- **Save** — saves the limits to your account.
- **Send** — saves the limits to your account and then sends them to everyone underneath you, overriding their current limits.

  If these are left blank, the default limits apply. Once player limits are assigned they must be overridden manually — per player, or by changing an agent and pushing new default limits.

Crash

- **Max Bet** — the largest single Crash wager allowed.
- **Max Win Per Week** — the most a player can win on Crash in a week.
- **Max Loss Per Week** — the most a player can lose on Crash in a week.

You have two options when applying these limits:

- **Save** — saves the limits to your account.
- **Send** — saves the limits to your account and then sends them to everyone underneath you, overriding their current limits.

  If these are left blank, the default limits apply — **$100** max bet and **$1,000** max win/loss per week.

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12. Agent Performance

Detailed reporting on agents' and players' past performance. Choose the report from the top-left dropdown: **Customer Performance**, **Sport Performance**, or **Customer Volume**. A **Group Agent** grouping dropdown and an **Excel export** are also available.

Customer Performance — how customers have performed over time by activity type.

- **Agent** — *(master agents)* limit to a specific agent.
- **Activity Filter** — the type of activity to include:
  - **All Action**

    - **Sports Only**
    - **Casino Only**
    - **Racebook Only**
    - **Live Casino Only**
    - **Live Betting Only** (the dynamic-live platform)
- **Timeframe** — the period to view.
- **Create Report** — the yellow button generates the report.
- **Additional Filters** *(Sports Only)*:
    - **Date Range** — or specific Entered Dates.
    - **Sport**
    - **SubSport** — league, e.g., NFL (requires a sport).
    - **Period** — requires a subsport.
    - **Wager Type** — e.g., parlays.
    - **Line Type** — e.g., Spread.
- **Graded Wagers** — lets you pull graded wagers for a defined timeframe.

The result shows each player's amount won, amount lost, and net for the timeframe, with a total for all players at the bottom. Where enough information is available, it also includes the **hold percentage** (available for many options including Sports, Casino, Dynamic Live, and others).

LV Casino reporting — when reporting on LV Casino you have three options:

1. **Player Summary** *(default)* — a summary by player.
2. **By Game** — a by-game summary across all players.
3. **Player Detail** — the individual sessions or games for each player throughout the time period.

Sport Performance — analyze how you or specific sub-agents performed across sports, leagues, periods, and wager types. Same **Agent**, **Timeframe**, and **Additional Filters** (Dates To/From, Sport, SubSport, Period, Wager Type, Line Type) as above.

Customer Volume — a customer's wagering volume in the sportsbook over time, for analysis or commission calculation.

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13. Analysis

Closing Line Analysis — measures each player's bets against the closing line (closing-line value) to help you spot sharp/advantage players. The report is **based on the last 14 days** of activity, and an **Excel export** is available.

Columns:

- **Customer** — the account ID.

- **Customer** — the website/name on the account.
- **Points** — the average points by which the player beat or missed the closing line.
- **Price** — the average price difference versus the closing line.
- **Beat Line** — the number of bets that beat the closing line.
- **Total Bets** — the total number of bets analyzed.
- **Percentage** — the share of bets that beat the closing line.
- **Win/Loss** — the player's win/loss over the analyzed period.
- **Full Analysis** — a **View** link that drills into that player's detailed analysis.

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14. IP Tracker

Gives you information about an agent's or player's activity on the website; everything a player or agent does leaves a record. Use **Find** to search an account (by ID, password, or name), choose the report version, set a date range, and **Search**. The report versions are:

- **Web Access Log** — the web access logs for a specific user. Click any IP to view it in the **User by IP** report over the same timeframe.
- **User by IP** — the web access logs for all users that accessed via a specific IP. Click any User ID to go to the **Web Access Log** report for that user over the same timeframe.
- **Global IP Match** — pulls all IPs that were used by any account and shows you all players that used each IP.
- **Acct IP Match** — pulls all IPs used by a specific user and shows any other users that used those IPs during the selected timeframe.

Note: only wagers a player *attempts* to place are tracked (selections that are never submitted are not). For an attempted wager you'll see the record and any reason it was blocked (changed line, over limit, etc.).

Note: while IP location information is useful, it is by no means 100% accurate — location data can vary depending on the source and provider.

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15. Transactions History

Historical transaction reporting. You can search by **Agent** or **Player** at the top of the page, define the timeframe you want to search, and export whatever you find to Excel.

- **Transactions Type** — a filter to toggle on/off which types of transactions you're querying.
- **Report Options** — what the report pulls:
  - **Player Transactions** — players' transactions.
  - **Agent Transactions** — agents' transactions.
  - **Deleted Transactions** — transactions that were deleted.

- **Free Play Transactions** — free-play deposits/withdrawals.
- **Free Play Analysis** — an analysis of free play versus deposits and withdrawals by player.
- **Player Summary** — a summary of player transactions (deposits/withdrawals) over a time period.

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16. Collections

A simple pay-and-collect list for you or a runner each week. Accounts over their settle are highlighted, with their carry, settle, and the week's activity listed; a total appears at the bottom. A **Mode** dropdown at the top-left chooses between **Settled Figure** and **Idle Accounts**.

Settled Figure

1. **Agents** — search the agent whose players you want listed.
2. **Settings** — choose which columns to display: Name, Password, Phone Number, this week's win/loss figure.
3. **Over Settle** — removes any players not over their settle, for a compact pay/collect list.
4. **Print** — print the report for quick reference.

Idle Accounts

Lets you see who hasn't played in a while. It shows accounts that have a balance but haven't played in a chosen number of days — **30, 60, 90,** or **365 days**.

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17. Deleted Wagers

Displays wagers deleted from the system — by an agent, by customer service, or through the parlay-buyout process.

- **Agents** — *(master agents)* run the report for a specific agent.
- **Players** — run the report for a specific player.
- **Timeframe** — the period to view, based on the day the wager was deleted: **Today** (default), Last 7 Days, Last 30 Days, or Last 90 Days.
- **Show Buyouts** — include or exclude parlay-buyout deletions.
- **Search** — run the report.

The Risk/Win totals are summed at the top of the report. Each row shows the **Customer ID**, **Date/Time deleted**, **Wager Description** (expandable for details), **Risk**, and **Win**.

> **Note:** a small red **"i"** icon appears next to any wager that was deleted after the event had been scheduled to start.

18. Sportsbook Lines

Shows the board exactly as a **player** sees it, so you can confirm what's offered and at what price.

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19. Bet Ticker

A live feed of incoming wagers. **Bet Ticker** opens as a **separate standalone application** (its own window) rather than inside the main menu.

The toolbar across the top of the ticker controls what you see:

- **Show Bets Over** — enter a dollar amount to show only wagers at or above it; any wager greater than or equal to that amount appears on the ticker.
- **Vip Only** *(future feature)* — mark certain players as VIP, then choose to display wagers from only those players.
- **Auto Scroll** — automatically scrolls the display as new wagers come in. Turn it off to scroll back through earlier wagers without losing your place.
- **Clear** — clears all wagers currently on the screen.
- **Configuration** — opens the configuration window, where you can personalize your display (see below).
- **Vip List** — select the accounts you want to designate as VIP.

Configuration

In the configuration window you can personalize your display:

- **Wager Type** — choose which wager types to display. By default, all are shown.
- **Color Code** — customize the color used for each bet level.
- **Alert** — plays an audio alert as wagers come in; uncheck a level to turn off its alert.

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20. Ticketwriter

Place a wager on a player's behalf. Enter the account in the **Place Wager For** search box to open the betting interface for that player.

With the proper permissions you can also place wagers after a game is in progress, edit the line (the pencil next to a line — enter new values and save; the risk/win adjusts automatically), and override limits. This is the same interface reached from a player's **Place Wagers** section in Account Details.

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21. Scores

A slide-out **Scoreboard** panel showing live and scheduled games. Leagues are collapsible; each game shows the current score (or start time) and, where available, the broadcast channel. Click **Close** to dismiss the panel.

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22. Agent Admin

Manage the agents beneath you. The agent hierarchy is shown as an indented tree you can expand, with the following columns:

- **Agents**
- **Password**
- **Balance**
- **Settle**
- **Last Week**
- **Last transaction**
- **Actions** — provides a **Go To Account** arrow to open that agent's Account Details (see Agent-only sections).

You can click the **Password**, **Balance**, or **Settle** columns to adjust those values.

A report selector at the top-right (**Agent Management**) switches between several views:

- **Agent Management** — the default view described above.
- **Active Player Count** — who played in a given week and what they played; used mainly for billing. This report can be reached directly from the **Active Accts** figure on the Main Menu summary. Click the **Platform** column header to switch between the three views:
  - **Platform**
  - **Casino**
  - **Extra Services**
- **Accounting** — the accounting on your agents: it lists the accounting type and what happened during the week, and you can scroll back week by week. The columns are:
  - **Accounting** — the accounting type and percentage currently set for the agent.
  - **Prev. Balance** — the agent's balance before the week's distribution ran.
  - **Prev. Red** — the agent's red figure (makeup) from the previous week.
  - **Weekly Fig** — the agent's previous-week win/loss figure.
  - **New Red** — the agent's red figure after the week's figure is added in.
  - **Commission** — the amount the agent receives.
  - **Distribution** — the transaction on the agent's account (what they owe or are owed).

  - **Transactions** — transactions on the agent's account over the week.
  - **Balance** — the agent's balance after the distribution accounting is done.
  - **Actions** — the **eye icon** opens the same last-6-week distribution summary the agent sees when clicking **Makeup** from their Main Menu.
- **Detailed Accounting** — a slightly different layout of the Accounting report with essentially the same information; its **Actions** column links to go to the account or create a transaction.
- **Primary Agents** — add sub-agents to this report to see how they did over the current and previous weeks. Note that the daily figure shown here is **not** win/loss but rather non-wager transactions, which you can filter with the **All Transactions** menu. The top-right lets you edit the list of agents shown and print or export it.

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23. Billing

Your balance and recent transactions. Reach it from the Main Menu tile or by clicking your balance on the Main Menu.

- **Current Balance** — your account's current balance, with a **Pay My Bill** link (if enabled on your account) for online payment.
- **Display** — the date range of transactions to show (e.g., **30 Days**; can be extended to 90, 180, or 365 days).
- **Transaction table** — each entry's **Time**, **Description**, **Transaction** amount, and resulting **Balance**.
- **Agent Distribution** entries (accounting transactions) are highlighted; when they are per-head charges you can click them to see a breakdown of the charges.

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24. Settings

Set your own preferences for the platform.

- **Wager Alerts** — turn wager alerts on or off. *On* means you'll receive alerts for wagers placed on selected accounts. To receive them you need a Telegram ID in the system, which you enter via the **Settings** link (Wager Alert Settings). The Telegram ID is a **numerical ID** that Telegram assigns to the account (not your standard username) — read the instructions on the website for how to obtain it. You then enable alerts on the individual players in their account (the **Send Wager Alert Telegram** option).
- **Language** — the language used in the interface. English is fully translated, with additional languages added over time.
- **Time Zone** — view report times in your preferred time zone.
- **Go to desktop view** — switch to the desktop layout (mobile only). The options are:
  - **With Left Menu** — a menu option that displays the desktop view with the left-hand menu.

  - **When in Landscape** — switches to the desktop display automatically when you turn your phone on its side.
- **Agent Menu** — the menu style ("skin"): **Tile Menu** (the tile layout shown throughout this manual, recommended for new users) or **Left Menu** (menu items arranged down the left of the screen).
- **Password** — the **Change** link lets you change your own password.

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25. Rules

The house rules for the site in general and for each sport. Generally the platform follows Las Vegas rules, but there are some differences, so both players and agents should review the rules thoroughly before wagering. Rules are organized in categories — click a category to expand and read it.

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26. Feedback

Provide feedback about the website. Enter a **Subject** and **Message** and click **Send**. Both players and agents can use it.

> **Note:** this form is for **website feedback only**. As a rule, feedback messages are not responded to — for an urgent issue, contact customer service or your master agent.

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27. F.A.Q. & User Manual

Two reference tiles on the Main Menu:

- **F.A.Q.** — opens the frequently-asked-questions document (doc/FAQ.pdf).
- **User Manual** — opens the agent user manual document (doc/manual-agent.pdf).
