WALLET USER GUIDE

LIVECHAT

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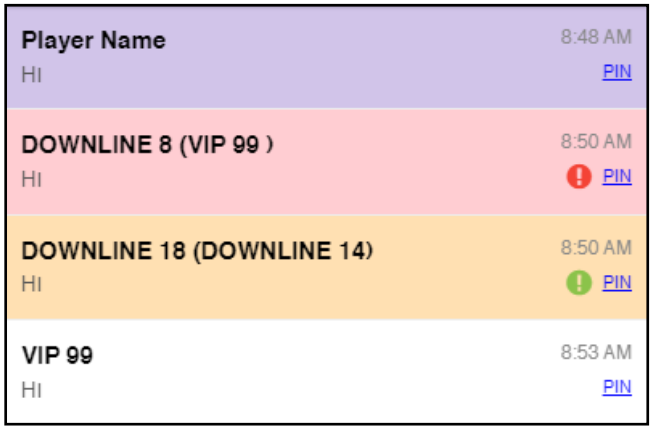
LIVECHAT

MAIN PAGE



Purple Color
Pinned chat

Red Color
Unread messages longer than 10 minutes

Orange Color
New & unreply message

White Color
Normal Chat

CHAT ROOM (Player Message)

Player chat with CS thru LIVECHAT

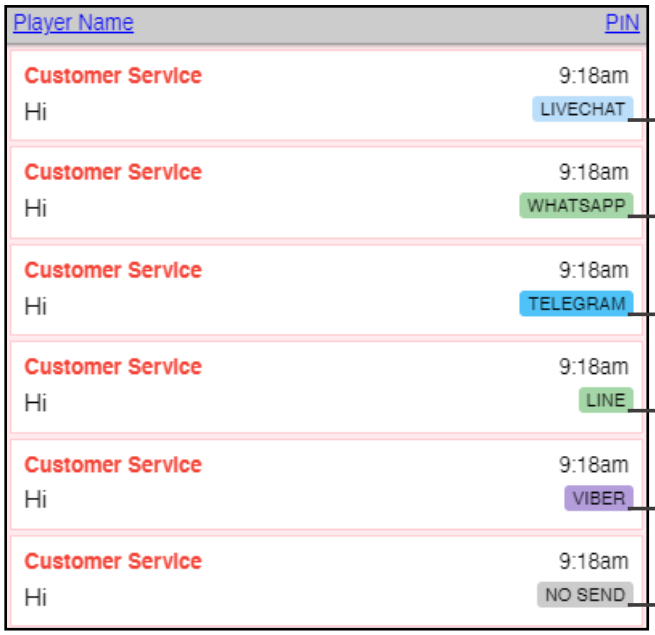
Player chat with CS thru WHATSAPP

Player chat with CS thru TELEGRAM

Player chat with CS thru LINE

Player chat with CS thru VIBER

CHAT ROOM (Staff Message)



Message successfully sent to the player's LIVECHAT

Message successfully sent to the player's LIVECHAT & WHATSAPP

Message successfully sent to the player's LIVECHAT & TELEGRAM

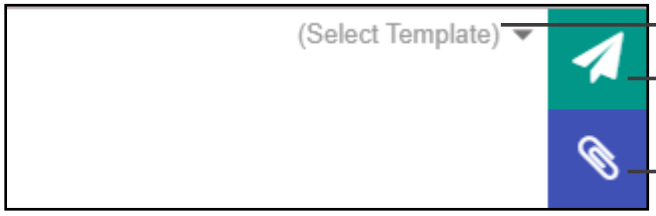
Message successfully sent to the player's LIVECHAT & LINE

Message successfully sent to the player's LIVECHAT & VIBER

Message successfully sent to the player's LIVECHAT, but failed to reach the Chat APP

LIVECHAT

CHAT ROOM (Reply)

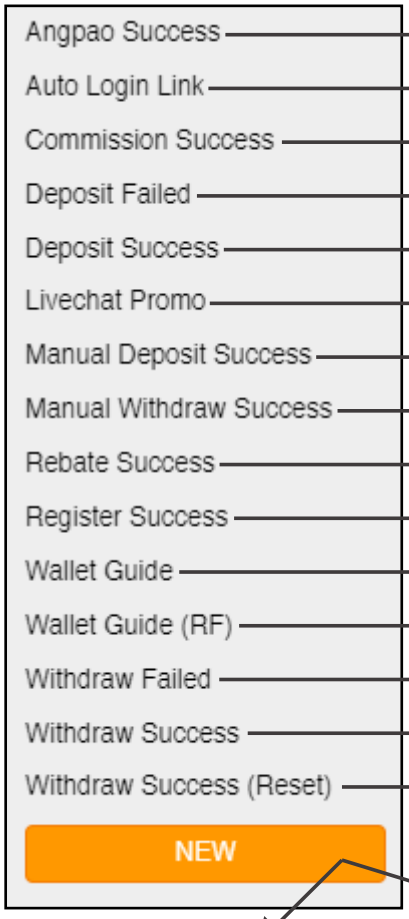


Quick Reply

Send
(Long press, can swap send WHATSAPP)

Attach Image

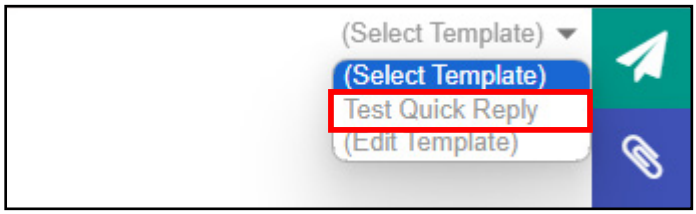
CHAT ROOM (Auto Message)



- **Auto Send - When player successful claim any PROMO**
- **No Auto Send – Link allows login without ID & PW**
- **Auto Send - When company pays Commission successfully**
- **Auto Send - When staff rejects the player's deposit**
- **Auto Send - When player successfully deposits**
- **No Auto Send - Message shown when player is not logged in**
- **Auto Send - When staff manually credits player**
- **Auto Send - When staff manually deducts from player**
- **Auto Send - When company pays Rebate successfully**
- **Auto Send - When player successfully registers**
- **Auto Send - When player login for the first time**
- **Auto Send - When player's first login is via friend referral**
- **Auto Send - When player's withdrawal is rejected by staff**
- **Auto Send - When player successfully withdraws**
- **Auto Send - When player successfully withdraws and balance is 0.00**

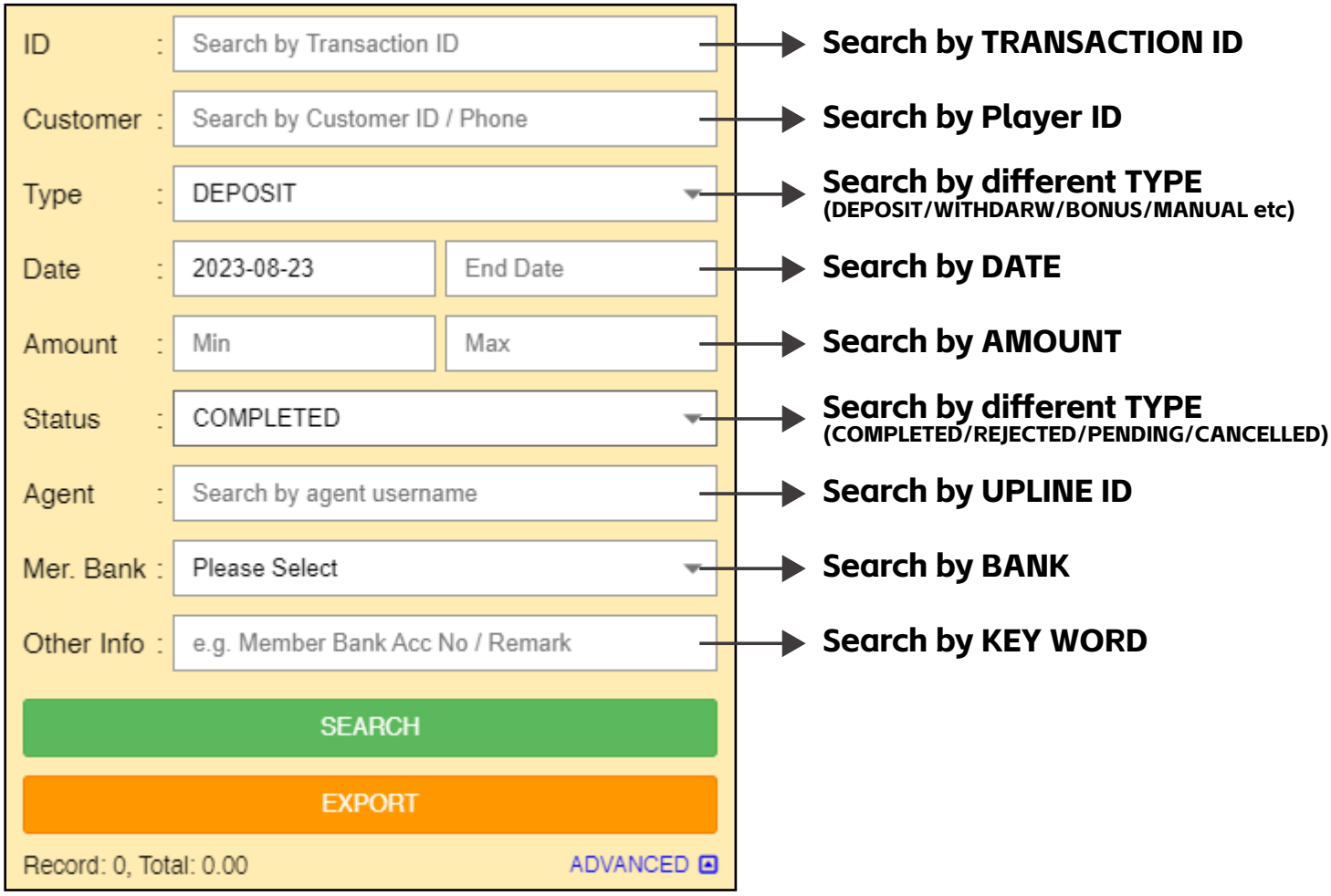
Normal template appear in Select Template

Messages with ++ appear at the TopLeft



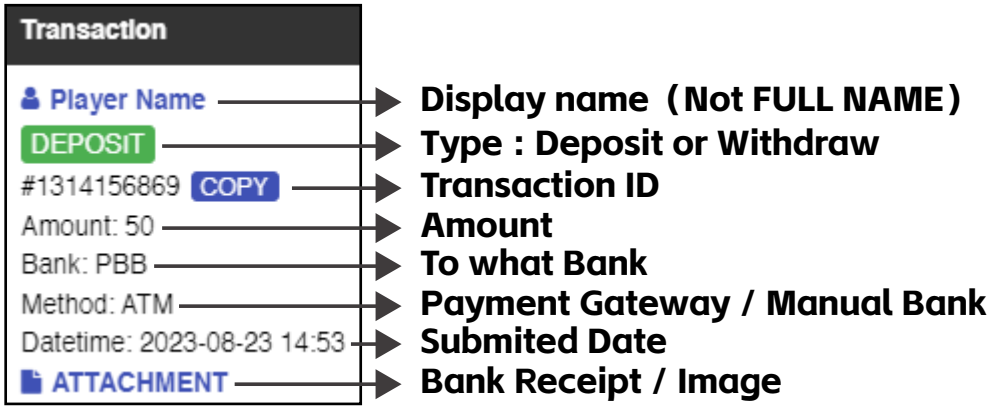
TRANSACTION

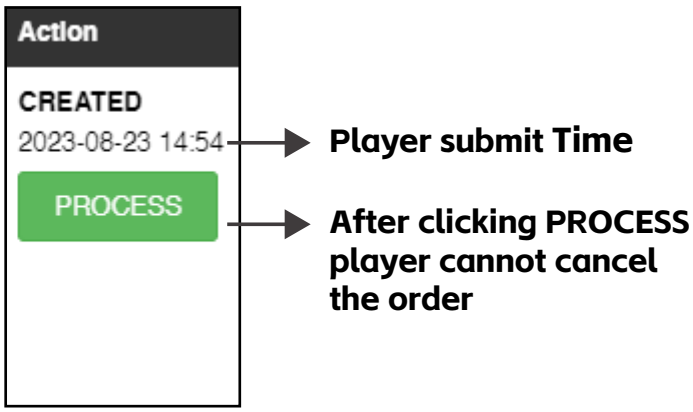
TRANSACTION (Search)

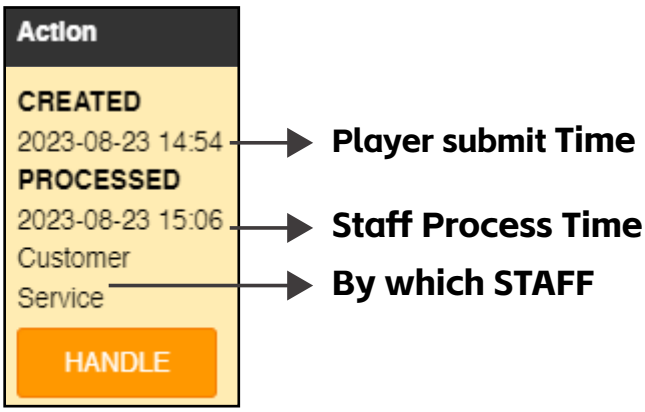


TRANSACTION

TRANSACTION (Approve / Reject)

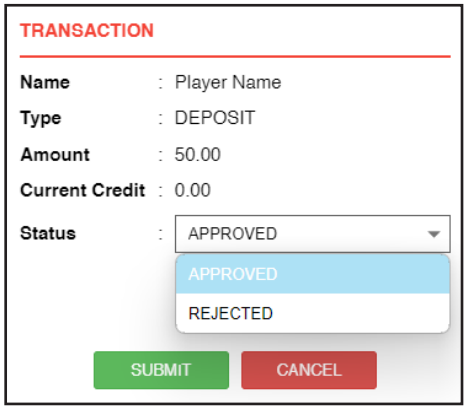






1. Click PROCESS
2. Check Bank

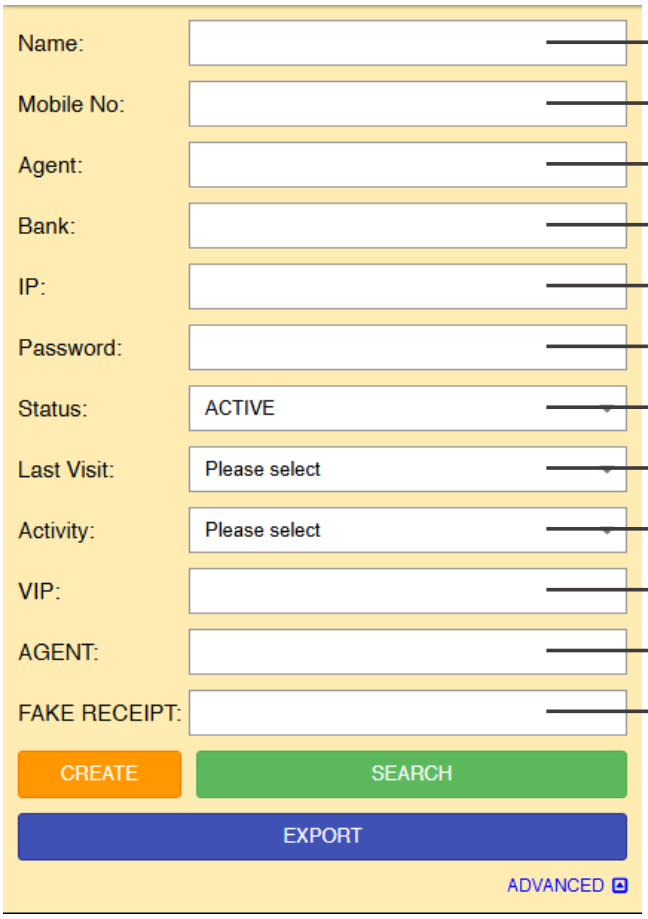
3. Click HANDLE



4. Click APPROVE / REJECTED
5. Click SUBMIT

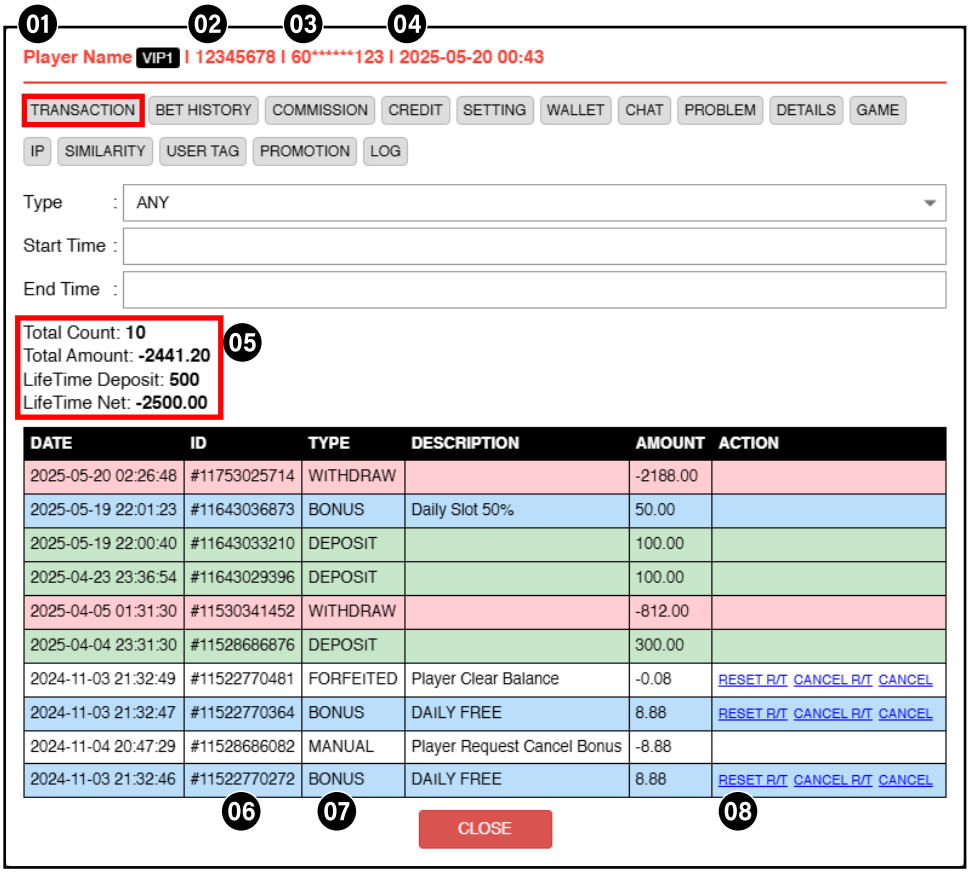
USER

USER (Search)



- Name: → Search by Name or ID
- Mobile No: → Search by Phone Number
- Agent: → Search by ID (Upline/Agent)
- Bank: → Search by Bank Account Number
- IP: → Search by IP Address (Only ADMIN ID)
- Password: → Search by Login Password (Only ADMIN ID)
- Status: → Search by ACTIVE or INACTIVE
- Last Visit: → Search by Last Login Time
- Activity: → Search by Deposit History
- VIP: → UserTag
- AGENT: → UserTag
- FAKE RECEIPT: → UserTag

USER (Player Profile > Transaction)



DATE	ID	TYPE	DESCRIPTION	AMOUNT	ACTION
2025-05-20 02:26:48	#11753025714	WITHDRAW		-2188.00	
2025-05-19 22:01:23	#11643036873	BONUS	Daily Slot 50%	50.00	
2025-05-19 22:00:40	#11643033210	DEPOSIT		100.00	
2025-04-23 23:36:54	#11643029396	DEPOSIT		100.00	
2025-04-05 01:31:30	#11530341452	WITHDRAW		-812.00	
2025-04-04 23:31:30	#11528686876	DEPOSIT		300.00	
2024-11-03 21:32:49	#11522770481	FORFEITED	Player Clear Balance	-0.08	RESET R/T CANCEL R/T CANCEL
2024-11-03 21:32:47	#11522770364	BONUS	DAILY FREE	8.88	RESET R/T CANCEL R/T CANCEL
2024-11-04 20:47:29	#11528686082	MANUAL	Player Request Cancel Bonus	-8.88	
2024-11-03 21:32:46	#11522770272	BONUS	DAILY FREE	8.88	RESET R/T CANCEL R/T CANCEL

01 Player Name

02 Wallet ID

03 Phone Number

04 Last Login DateTime

05

Total Count :
Transaction Count(Include Promo)

Total Amount :
Profit (Include Promo)

LiftTime Deposit :
Deposit (Not Include Promo)

LifeTime Net :
Profit(Deposit-Withdraw)(Not Include Promo)

06 Transaction ID

07 Transaction Type

08

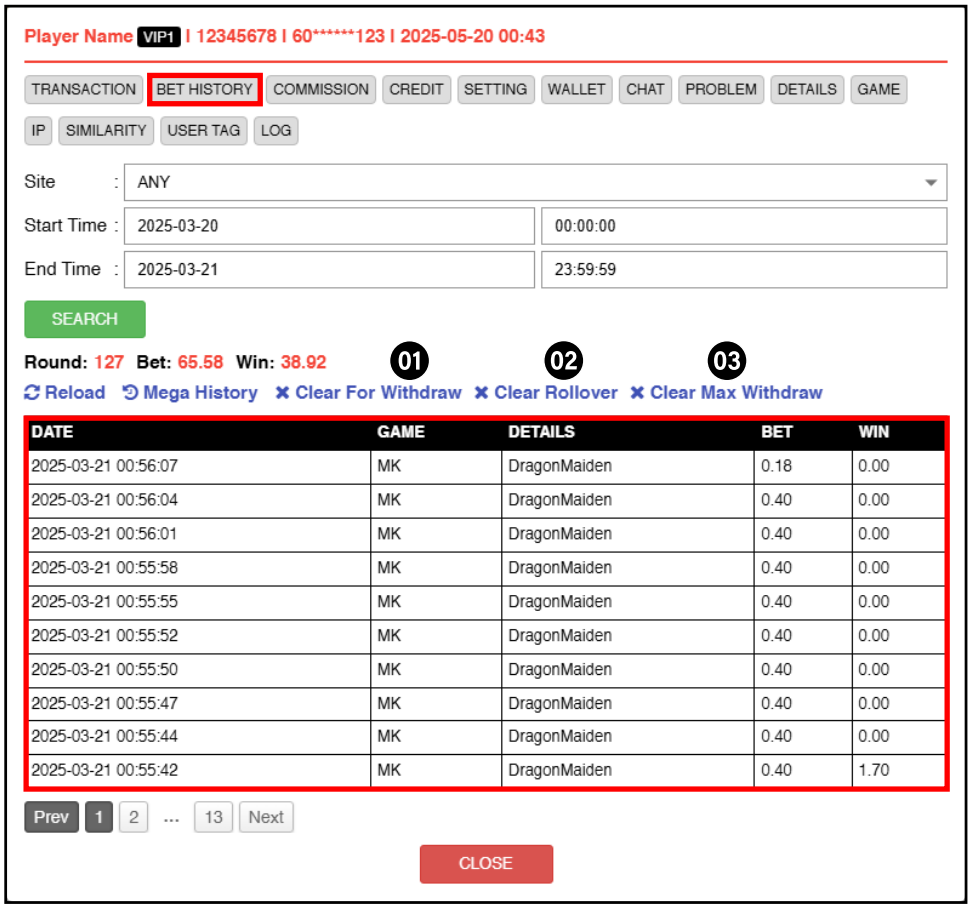
Reset Promo

Rollover/ Turnover/ MinMax Withdraw

- Reset R/T
  Reset this promo condition
- Cancel R/T (Cannot Reclaim)
  Cancel this promo condition
- Cancel (Can Reclaim)
  Cancel this promo condition, and delete record from server (BO record will remain)

USER

USER (Player Profile > Bet History)



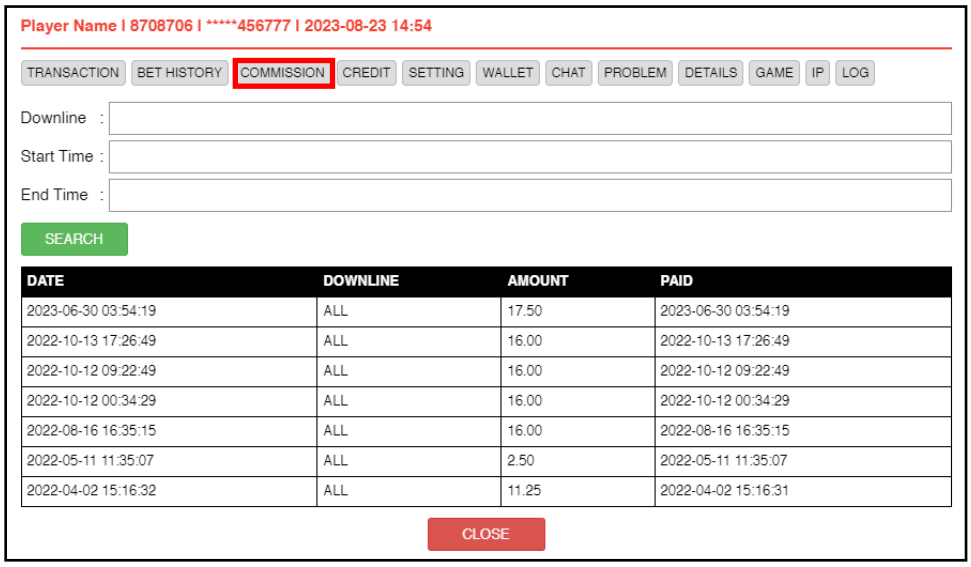
01
× Clear For Withdraw
Remove all Withdraw Request

02
× Clear Rollover
Auto fulfill Rollover

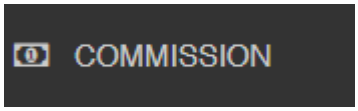
03
× Clear Max Withdraw
Remove Max Withdraw cap

!! Please refer to the KIOSK
!! for the accurate records

USER (Player Profile > Commission)

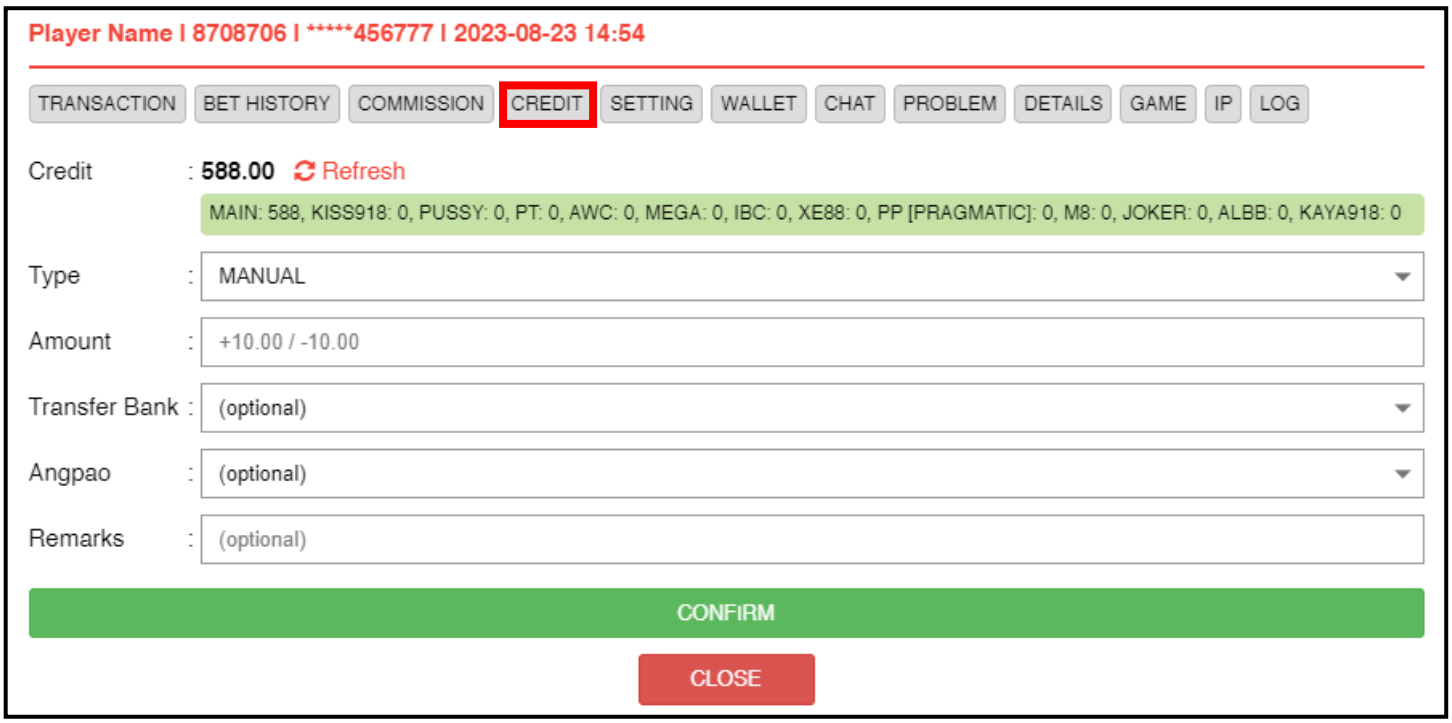


Only pay by <u>BO Commission</u> will show



USER

USER (Player Profile > Credit)



588.00 Refresh ← **The Refresh button helps return CREDIT to the player's wallet**

MAIN: 588, KISS918: 0, PUSSY: 0, PT: 0, AWC: 0, MEGA: 0, IBC: 0, XE88: 0, PP [PRAGMATIC]: 0, M8: 0, JOKER: 0, ALBB: 0, KAYA918: 0

Indicates the player's funds are currently in the wallet (Withdrawal Allowed)

588.00 Refresh

MAIN: 0, KISS918: 0, PUSSY: 588, PT: 0, AWC: 0, MEGA: 0, IBC: 0, XE88: 0, PP [PRAGMATIC]: 0, M8: 0, JOKER: 0, ALBB: 0, KAYA918: 0

Indicates the player's funds are currently in Pussy888 (Withdrawal not allowed while funds are in-game)

588.00 Refresh

MAIN: 0, KISS918: 0, PUSSY: 0, PT: 0, AWC: 0, MEGA: 0, IBC: 0, XE88: 0, PP [PRAGMATIC]: 0, M8: 0, JOKER: 588, ALBB: 0, KAYA918: 0

Indicates the player's funds are currently in JOKER (Withdrawal not allowed while funds are in-game)

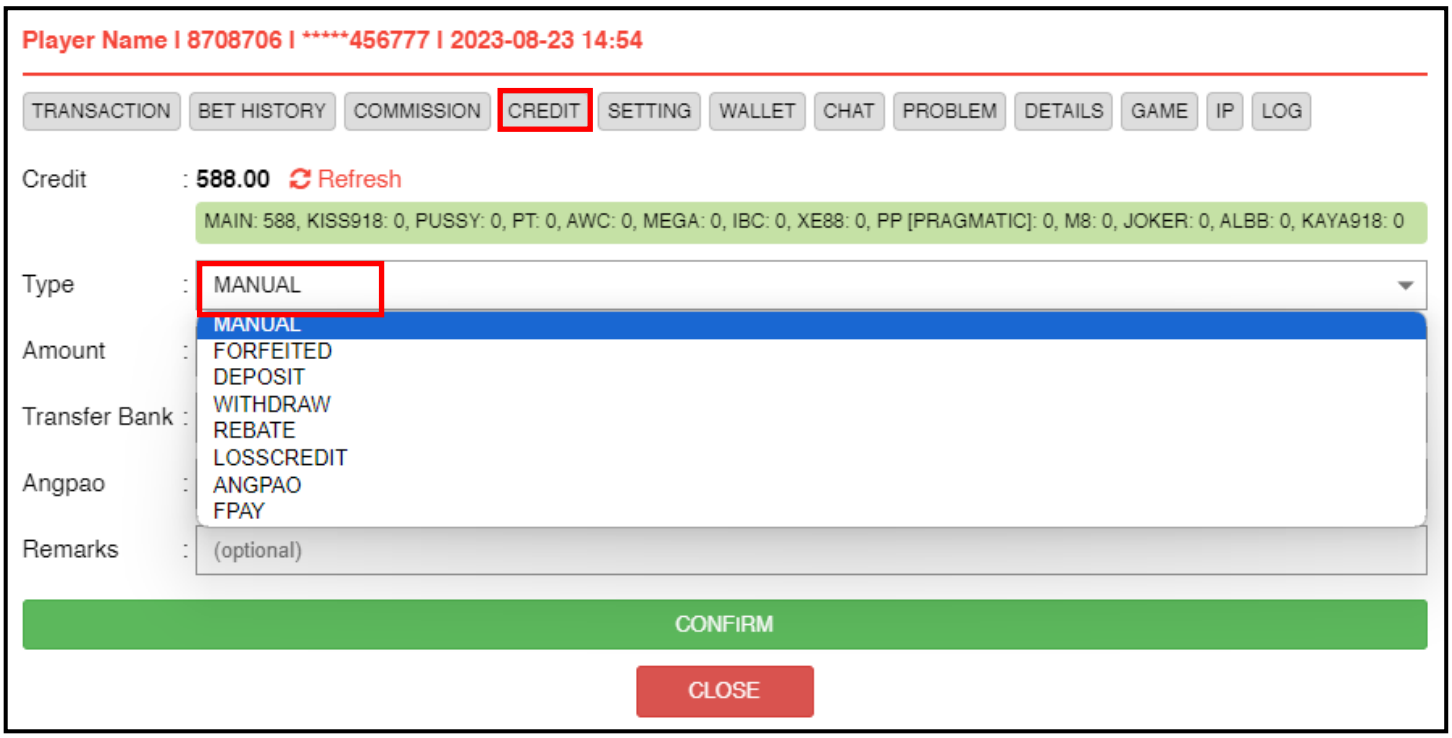
588.00 Refresh

MAIN: 588, KISS918: false, PUSSY: 0, PT: 0, AWC: 0, MEGA: 0, IBC: 0, XE88: 0, PP [PRAGMATIC]: 0, M8: 0, JOKER: 0, ALBB: 0, KAYA918: 0

If the background turns red and the game shows 'false', it means the game is not connected to the server. Please ask the player or technician to check

USER

USER (Player Profile > Credit)



MANUAL	:	**Used to adjust player balance (not for deposit,PROMO will not be triggered)**
FORFEITED	:	**Used to deduct player balance (for violations or by player request)**
DEPOSIT	:	**Manually DEPOSIT**
WITHDRAW	:	**Manually WITHDRAW / CASHOUT**
REBATE	:	**Reissue REBATE to player.**
LOSSCREDIT	:	**Compensate missing balance due to network issues**
ANGPAO	:	**Manual Promo**
FPAY	:	**Third-party payment platform (Payment Gateway)**

USER

USER (Player Profile > Setting)

Player Name VIP1 I 12345678 I 60******123 I 2025-05-20 00:43

TRANSACTION | BET HISTORY | COMMISSION | CREDIT | SETTING | WALLET | CHAT | PROBLEM | DETAILS | GAME

IP | SIMILARITY | USER TAG | PROMOTION | LOG

Agent Commission (%):

~~e.g. 10~~ → Customize individual player's commission %

Agent Commission Rollover:

~~e.g. 3 (3 x commissio~~ → Customize commission rollover multiplier

Referrer Commission Min Withdraw:

~~e.g. 3 (3 x commissio~~ → Customize min withdraw amount for commission

Referrer Commission Max Withdraw:

~~e.g. 100~~ → Customize max withdraw amount for commission

Bank Name:

~~[MYR] Maybank~~ → Player's withdrawal bank

Bank Account Name:

~~Logo Rectangle~~ → Player's full name

Bank Account No:

~~3214564564454~~ → Player's bank account numbe

Bank BSB:

~~e.g. 012002~~ → European countries – Bank code

Pay ID:

~~e.g. john@gmail.com~~ → European countries – Bank transfer email

Lock Bank:

~~YES~~ → YES (player not allowed to change bank account)

Withdraw Min Bet:

~~e.g. 500~~ → Edit player's current required rollover target

Member Min Withdraw:

~~e.g. 500~~ → Edit player's current min withdrawal amount

Member Max Withdraw:

~~e.g. 500~~ → Edit player's current max withdrawal amount

Withdraw Fee (%):

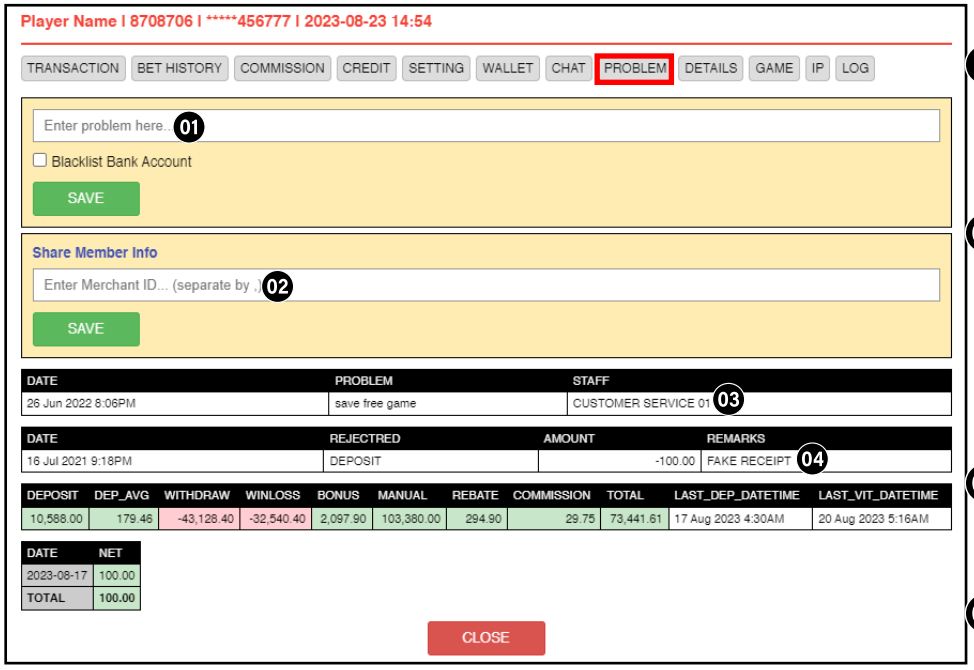
~~e.g. 10~~ → Edit player's current withdrawal fee %

SAVE

CLOSE

USER

USER (Player Profile > Problem)



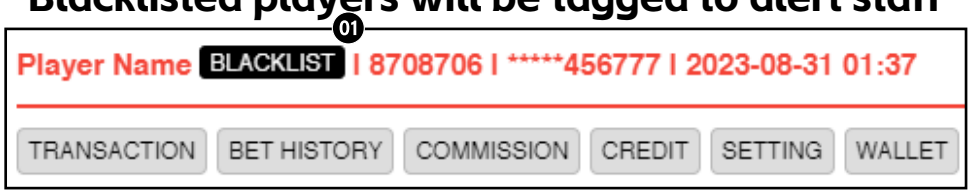
01 > Enter player's issue
> Tick 'Blacklist Bank Acc'
> Save

02 Share this player's registration info with other companies (only needed if have two or more companies)

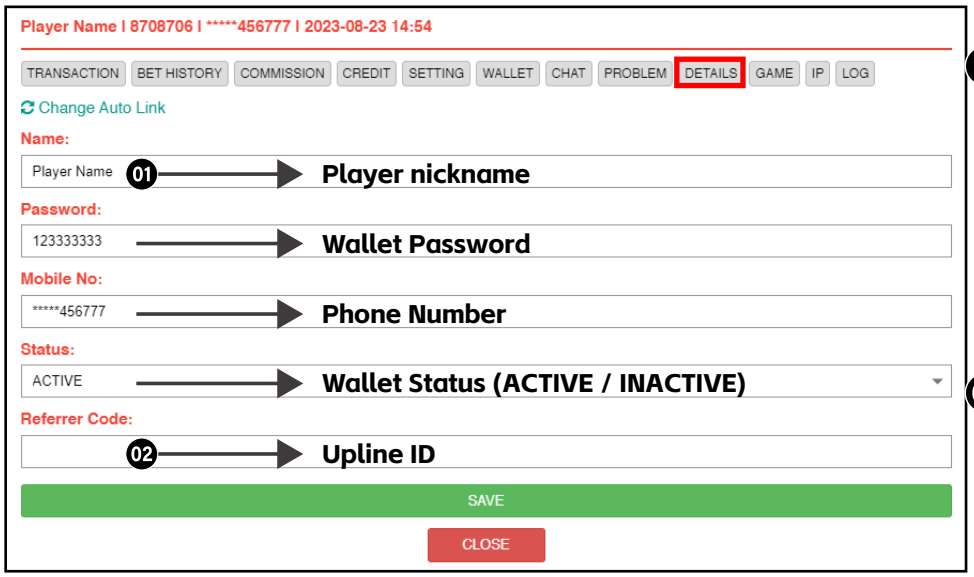
03 Reason & Action by which staff

04 When a player's deposit or withdrawal is rejected, it will be logged along with the reason

Blacklisted players will be tagged to alert staff



USER (Player Profile > Details)



01 You can add remarks for the player
Example : NAME (Save Free Game)
** Please use English symbol (+)
** Chinese symbol (+) not support
Remarks will not be visible to the player

Name

Kaban (Save FreeGame)

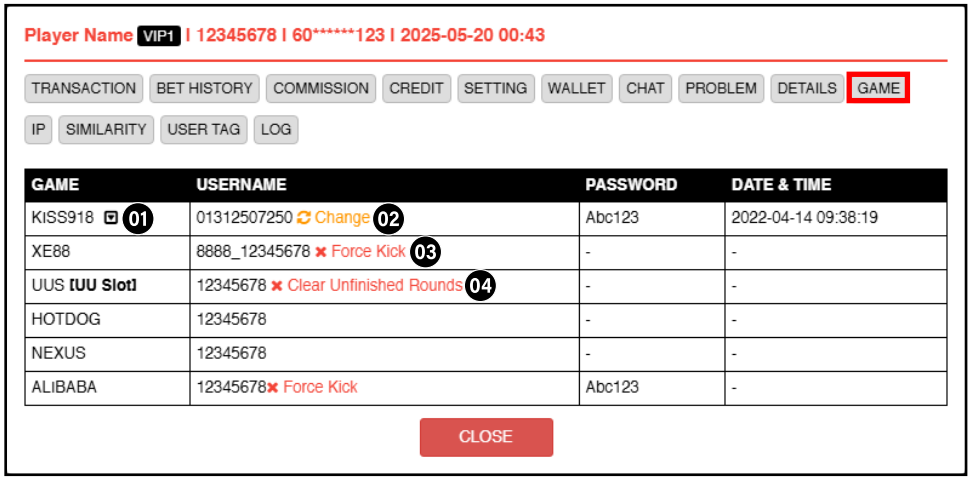
02 If player requests change/add upline
Example: Upline Referrer Code RF123A56
Only enter 123A56 > SAVE

Referrer Code

123A56

USER

USER (Player Profile > Game)



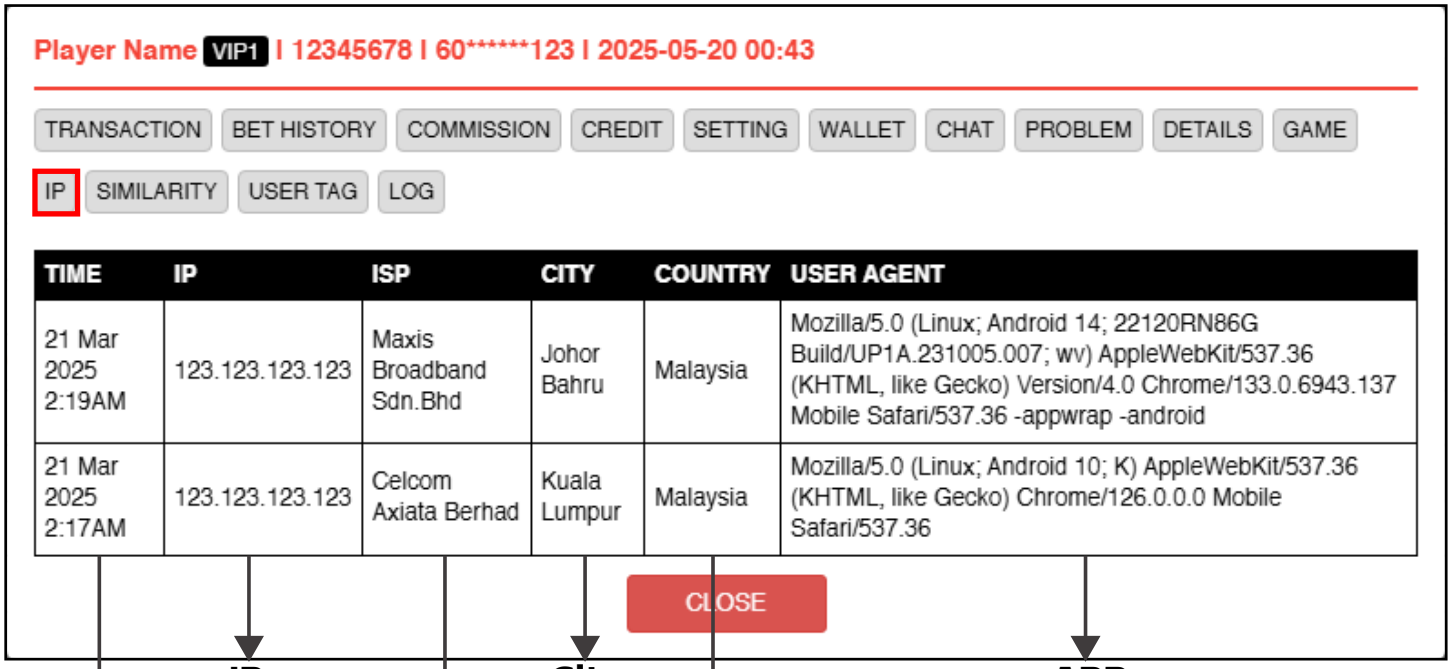
01 Check used GameID

02 Change player GameID

03 Force logout from game

04 Settle all pending game sessions for the player

USER (Player Profile > IP)



Login Time

IP Address

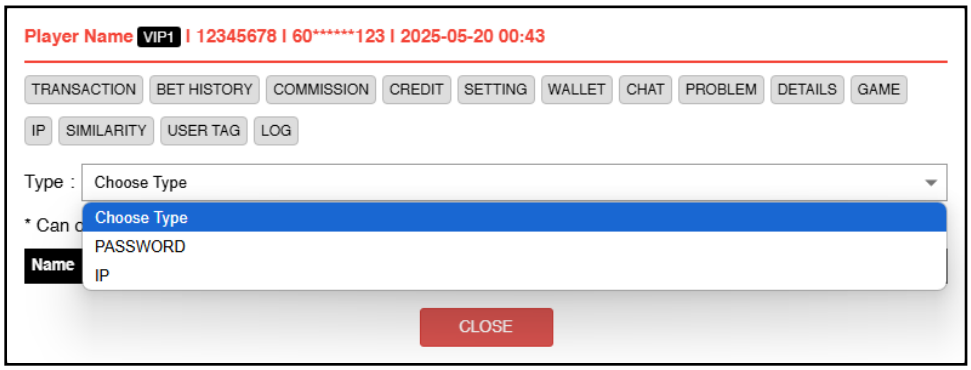
WIFI Company

City

Country

APP (eg: Chrome / Safari)

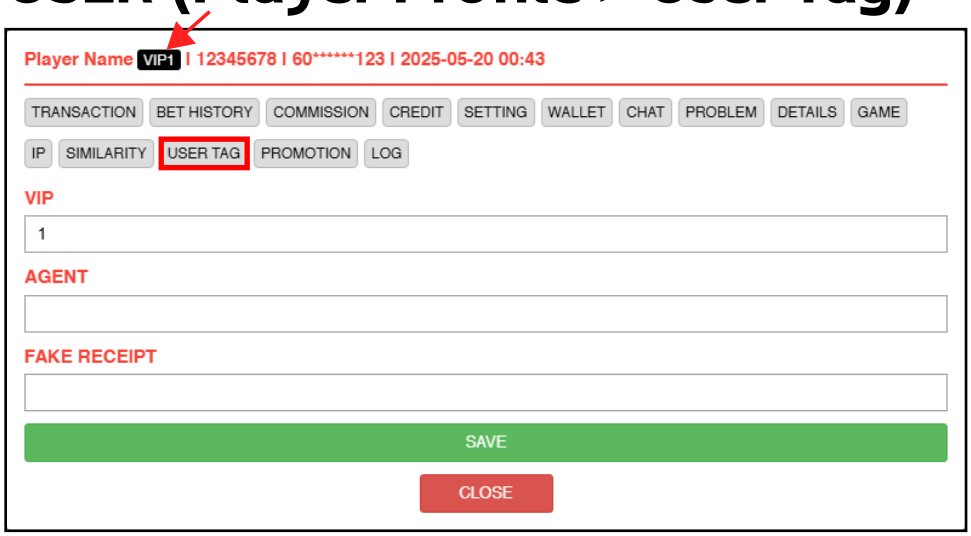
USER (Player Profile > SIMILARITY)



Search for players with the same password or IP
Useful for detecting players creating multiple ID

USER

USER (Player Profile > User Tag)

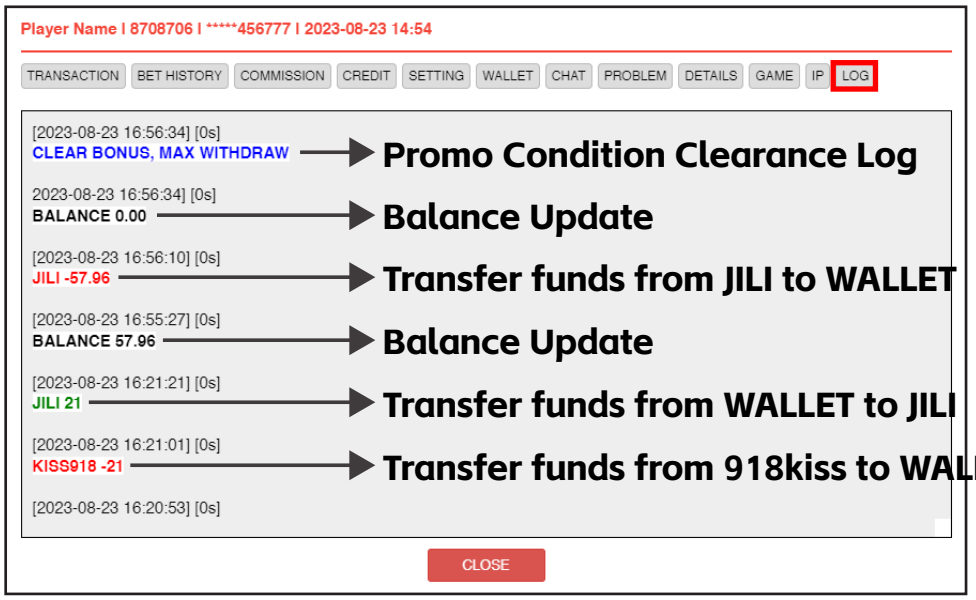


USERTAG

Categorize players for fast filtering

Example:
VIP1,VIP2,VIP3
AGENTFB, AGENTX

USER (Player Profile > Log)



PROBLEM → **"The appearance of 'PROBLEM' usually indicates a network issue experienced by the player, causing missing funds.**
Staff should log in to the game backend to investigate.
If both the game and wallet backends show a balance of 0, use LOSSCREDIT to compensate the player."

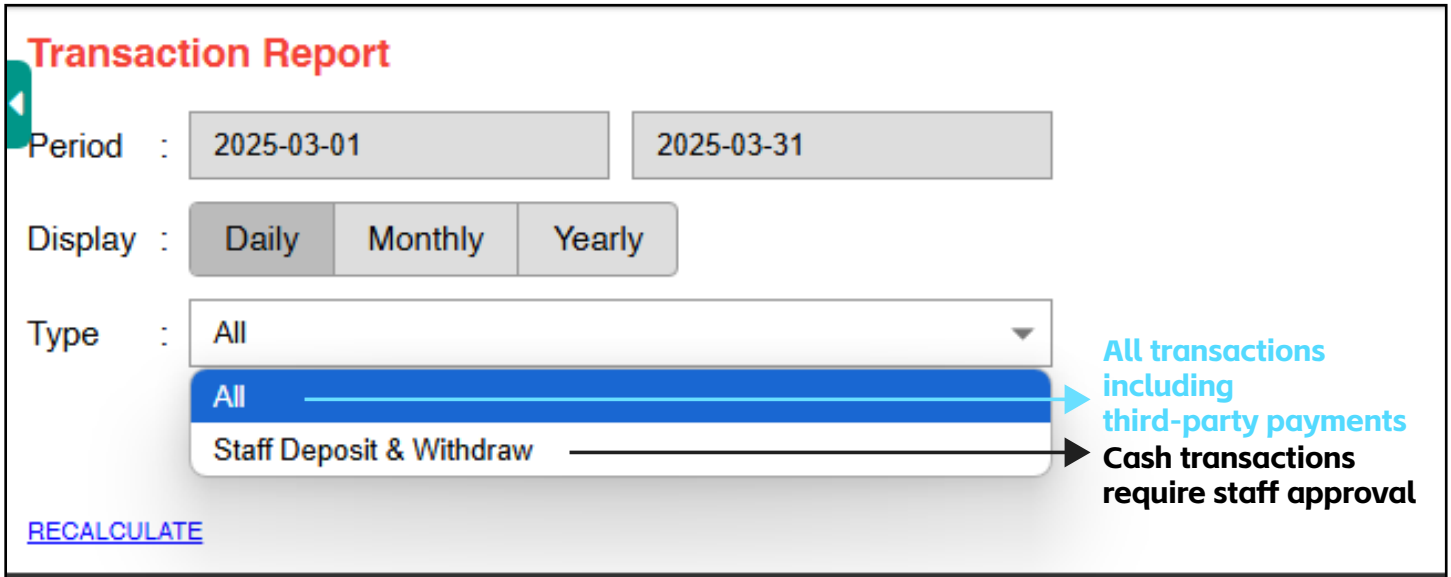
JILI 21

FAILED → **Deposit to game FAILED**
or
Withdrawal from game FAILED
is usually caused by network instability or player not logging out properly.

JILI 21

REPORT

REPORT (Transaction)



Date	Deposit		Withdraw		Net
2025-03-01	447	19,287.71	60	15,744.47	**3,543.24**
2025-03-02	356	15,692.53	53	13,216.69	**2,475.84**
2025-03-03	422	20,173.19	70	17,313.29	**2,859.90**
2025-03-04	424	18,187.47	60	14,465.83	**3,721.64**
2025-03-05	416	22,723.03	58	17,449.49	**5,273.54**
Total	**2065**	**96,063.93**	**301**	**78,789.77**	**17,874.16**

Date

Number of Deposit

Total Deposit Amount

Number of Withdrawals

Total Withdrawal Amount

Total Profit

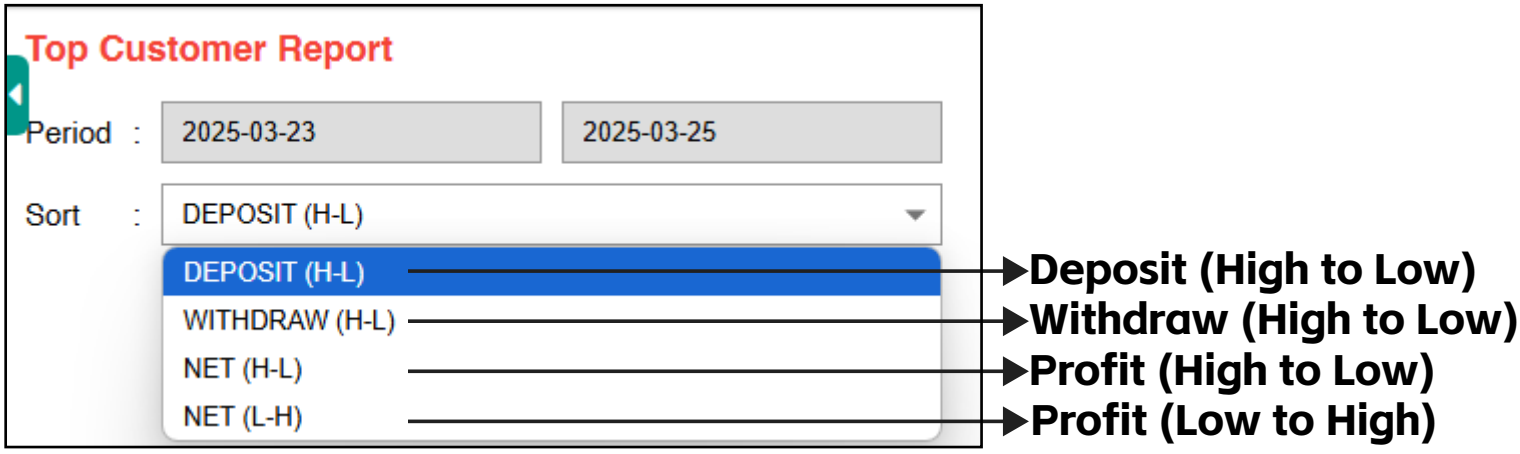
REPORT

REPORT (Customer Report)

New Customer	: Newly Registered Players
Repeat Customer	: Returning Player Logins
Total Customer	: Total Logins (New + Returning)
Total First Deposit Customer	: First-Time Depositors
Total First Deposit Amount	: Total First Deposit Amount
Total Deposit Customer	: Total Depositing Players
Deposit Count	: Total Deposit Transactions
Deposit Amount	: Total Deposit Amount
Total Withdraw Customer	: Total Withdrawing Players
Withdraw Count	: Total Withdrawal Transactions
Withdraw Amount	: Total Withdrawal Amount
Deposit - Withdraw	: Total Profit = Deposits - Withdrawals
Rebate Amount	: Total Rebate Amount
Promotion Amount	: Total Promo Amount
Total Bet Customer	: Players Who Placed Bets
Total Bet Amount	: Total Bet Amount
Player Win/Lose	: (Deposit to Game – Withdraw from Game)
Company Profit/Loss	: (Player Win/Lose - Promotion)

REPORT

REPORT (Top Customer Report)



REFFER NAME	: Upline Name
CREATE DATE TIME	: Registration Date
LAST VISIT DATE	: Last Login Date
FIRST DEPOSIT DATE	: First Deposit Date
FIRST DEPOSIT AMOUNT	: First Deposit Amount
LAST DEPOSIT DATE	: Last Deposit Date
LAST DEPOSIT AMOUNT	: Last Deposit Amount
DEPOSIT COUNT	: Total Deposit Transactions
DEPOSIT AMOUNT	: Total Deposit Amount
WITHDRAW COUNT	: Total Withdrawal Transactions
WITHDRAW AMOUNT	: Total Withdrawal Amount
NET AMOUNT	: Profit (Deposits - Withdrawals)
REBATE AMOUNT	: Rebate Amount
PROMOTION AMOUNT	: Total Promo Received Amount
TOTAL BET AMOUNT	: Total Bet Amount
PLAYER WIN/LOSE	: (Deposit to Game – Withdraw from Game)
COMPANY PROFIT/LOSS	: (Player Win/Lose - Promotion)

REPORT

REPORT (Staff)

Staff Report

Period : 2025-04-01 2025-04-30

Deposit

STAFF	TOTAL APPROVAL	TOTAL REJECT	RESPONSE 01	PROCESS 02
CS 01	478	7	18s	1s
CS 02	6	1	15s	0s
CS 03	8	0	23s	0s
TOTAL	**492**	**8**	**18s**	**1s**

Withdraw

STAFF	TOTAL APPROVAL	TOTAL REJECT	RESPONSE 01	PROCESS 02
CS 01	128	14	9s	4m 49s
CS 02	1	0	2m 6s	1m 27s
CS 03	2	0	9s	9m 28s
TOTAL	**131**	**14**	**10s**	**4m 52s**

Tips

STAFF	TOTAL 03	AMOUNT 04
CS 01	56	680
CS 02	48	520
TOTAL	**104**	**1200.00**

Rating

STAFF	TOTAL USER	RATING	TIPS 04	AVERAGE RATING
CS 01	4 05	11 06	680	2.75 07
CS 02	4	12	520	3
TOTAL	**1**	**1**	**0**	**1.00**

01
RESPONSE = Average Order Handle Time

02
PROCESS = Average Order Processing Time

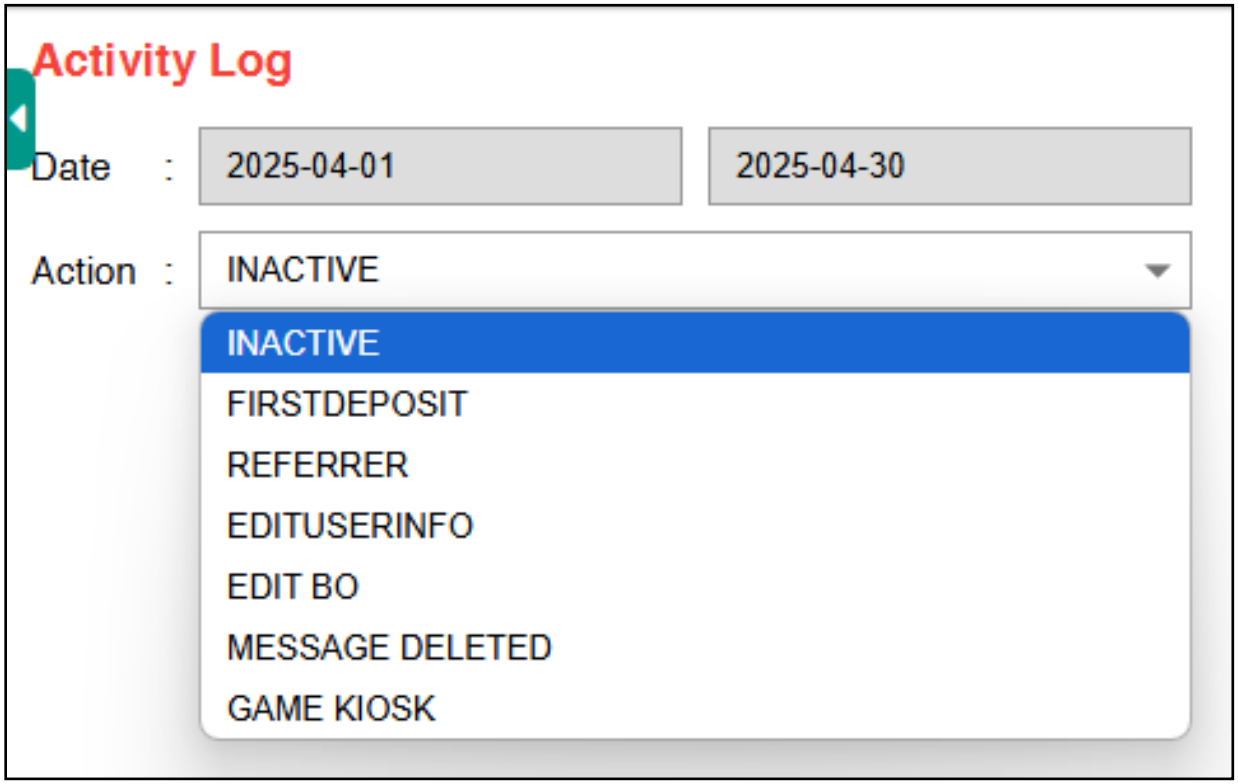
03
Number of Tips Received

04
Total Tip Amount Received

05 06 07
Total of 4 customers gave 11 points
Average Score: 2.75

REPORT

REPORT (Activity Log)



01 INACTIVE
Staff who INACTIVE player ID

02 FIRST DEPOSIT
Player who made first deposit today

03 REFERRER
Staff who modified player's upline

04 EDIT USER INFO
Staff who updated player's profile

05 EDIT BO
Who modified backend settings

06 MESSAGE DELETED
Deleted message by staff

07 GAME KIOSK
Who modified game API settings

REPORT

REPORT (Game Winlose Report)

Game WinLose Report

Period : 2025-04-01 | 2025-04-30

Display : Daily | Monthly | Yearly

Site : ALL

05

SITE	DEPOSIT 01	WITHDRAW 02	WINLOSE 03	PERCENTAGE 04
XE88	39.70	-15.24	24.46	61.61%
CLOTPLAY	77.75	-17.83	59.92	77.07%
HBNR	88.00	-733.50	-645.50	-733.52%
SUNCITY	133.59	-133.59	0.00	0.00%
AAA	162.23	-131.38	30.85	19.02%
MEGA **(MEGA888)**	224.17	-216.17	8.00	3.57%
PUSSY	309.72	-241.86	67.86	21.91%
JOKER	771.98	-379.14	392.84	50.89%
UUS **(UU Slot)**	814.72	-578.20	236.52	29.03%
CQ **(CQ9)**	2,032.43	-5,618.26	-3,585.83	-176.43%
PP **(PRAGMATIC)**	2,268.28	-4,116.03	-1,847.75	-81.46%

DATE	DEPOSIT 05	WITHDRAW 06	WINLOSE 07	PERCENTAGE 08
2025-04-01	25,532.82	-26,161.74	-628.92	**-2.46%**
2025-04-02	35,693.05	-29,480.42	6,212.63	**17.41%**
2025-04-03	30,367.88	-28,202.14	2,165.74	**7.13%**
2025-04-04	24,152.67	-15,254.00	8,898.67	**36.84%**
2025-04-05	20,004.03	-29,869.18	-9,865.15	**-49.32%**
2025-04-06	15,798.93	-10,461.98	5,336.95	**33.78%**
2025-04-07	15,468.19	-14,934.99	533.20	**3.45%**
2025-04-08	21,655.79	-18,599.38	3,056.41	**14.11%**
TOTAL	**188,673.36**	**-172,963.83**	**15,709.53**	**8.33%**

!!!!!!!!!!!!!!!!!!!!!!

Accuracy is around 70%

For Reference Only

Please refer to Game Kiosk for official records

!!!!!!!!!!!!!!!!!!!!!!

01 **Deposit to Game**

02 **Withdraw from Game**

03 **Net Win/Loss**

04 **Win Rate**

05 **Daily Total In**

06 **Daily Total Out**

07 **Daily Net Win/Loss**

08 **Daily Win Rate**

REPORT

REPORT (Leaderboard)

Leaderboard

Date : 2025-04-02

Game Key : All Game

RANK	USER	MOBILE	GAME	BET	WIN	PAYOUT RATIO
1	Player01	601*****010	PEGASUS	0.20	120.54	602.70
2	Player02	601*****011	EVO888H5	0.20	115.72	578.60
3	Player03	601*****012	LFC	0.40	160.16	400.40
4	Player04	601*****013	JILI	2.00	550.40	275.20
5	Player05	601*****014	ILOVEU	1.00	242.20	242.20
6	Player06	601*****015	KAYA918	0.45	90.00	200.00
7	Player07	601*****016	DRAGOONSOFT	0.50	99.00	198.00
8	Player08	601*****017	EVO888H5	0.40	73.72	184.30
9	Player09	601*****018	DRAGOONSOFT	0.50	86.95	173.90
10	Player10	601*****019	DRAGOONSOFT	0.30	49.80	166.00

Log the top 50 players with the highest odds in a single game for the day (BIG WIN)

***Feature requires manual activation**
Setting > Others > Leaderboard

Leaderboard

```
{"SITE^ALL":{"name":"All Game"}}
```

REPORT

REPORT (Top Referrer Report)

Top Referrer Report

Period : 2025-04-01 2025-04-30

Sort : NEW MEMBER (H-L)

- NEW MEMBER (H-L)
- AVG DAILY MEMBER (H-L)
- TOTAL DEPOSIT (H-L)
- TOTAL WITHDRAW (H-L)
- TOTAL NET (H-L)
- TOTAL NET (L-H)

NAME	MOBILE	NEW MEMBER	AVG DAILY MEMBER	TOTAL DEPOSIT	TOTAL WITHDRAW	TOTAL NET
Player01	60******601	149	24	0.00	0.00	0.00
Player02	60******857	116	27	30.00	0.00	30.00
Player03	60******402	76	21	0.00	0.00	0.00
Player04	60******847	63	19	0.00	0.00	0.00
Player05	60*******962	57	17	50.00	-130.22	-80.22
Player06	60*******557	7	Less Than 10	0.00	0.00	0.00
Player07	60******317	7	Less Than 10	0.00	-38.86	-38.86
Player08	60******151	6	Less Than 10	110.00	0.00	110.00
Player09	60******438	6	Less Than 10	0.00	0.00	0.00
Player10	60******129	5	Less Than 10	231.00	0.00	231.00

Prev 1 2 ... 249 Next

NEW MEMBER (HIGH > LOW)

Most New Referrals (High to Low)

AVG DAILY MEMBER (HIGH > LOW)

Highest Avg Daily Referrals (High to Low)

TOTAL DEPOSIT (HIGH > LOW)

Total Downline Deposits (High to Low)

TOTAL WITHDRAW (HIGH > LOW)

Total Downline Withdrawals (High to Low)

TOTAL NET (HIGH > LOW)

Total Downline Net Win/Loss (High to Low)

TOTAL NET (LOW > HIGH)

Total Downline Net Win/Loss (Low to High)

REPORT

REPORT (Referrer Click Tracker)

Referrer Click Report

Period : 2025-03-01 2025-04-30

Referrer Link	Total Clicks	Action
RFTEST88-1	21	View
RFTEST88-2	7	View

Referrer Link : RFTEST88-1

Click from	No Of Clicks
https://www.facebook.com/	10
https://www.instagram.com/	8
https://x.com/	1
https://www.threads.net/	1
https://www.youtube.com/	1

CLOSE

Number of clicks on the referral link for the specified ID

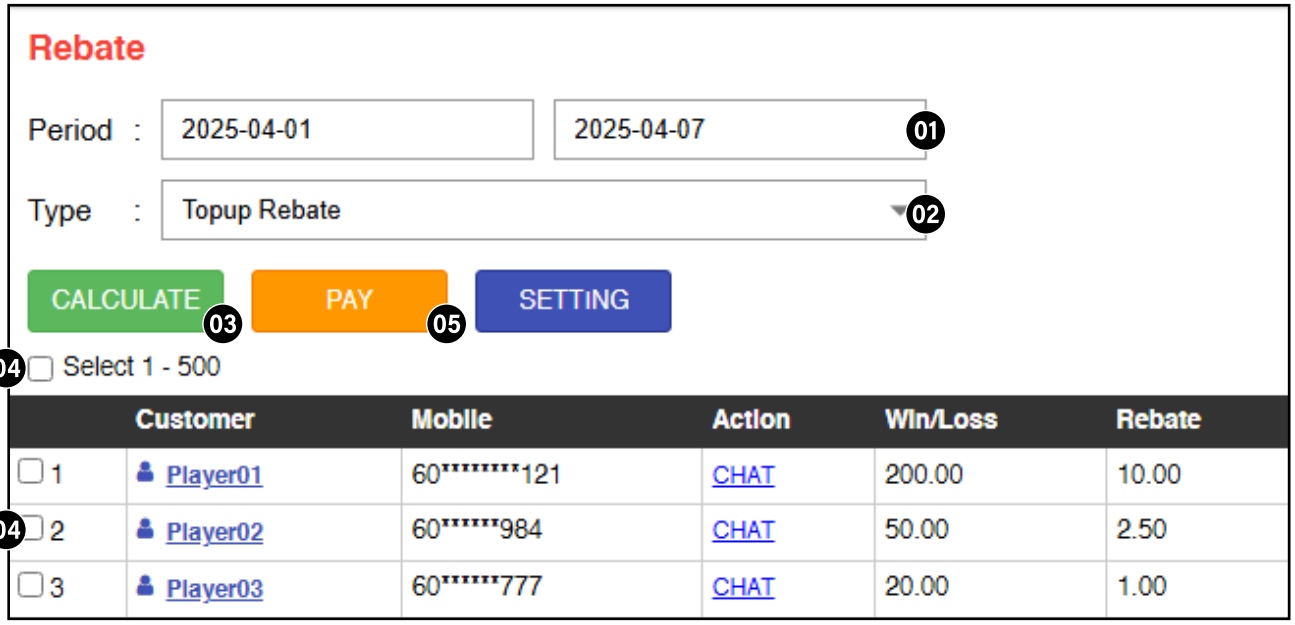
***Feature requires manual activation**
Setting > Referrer > Referrer Click Tracker

Referrer Click Tracker

RFTEST88-1,RFTEST88-2

REBATE

PAY REBATE



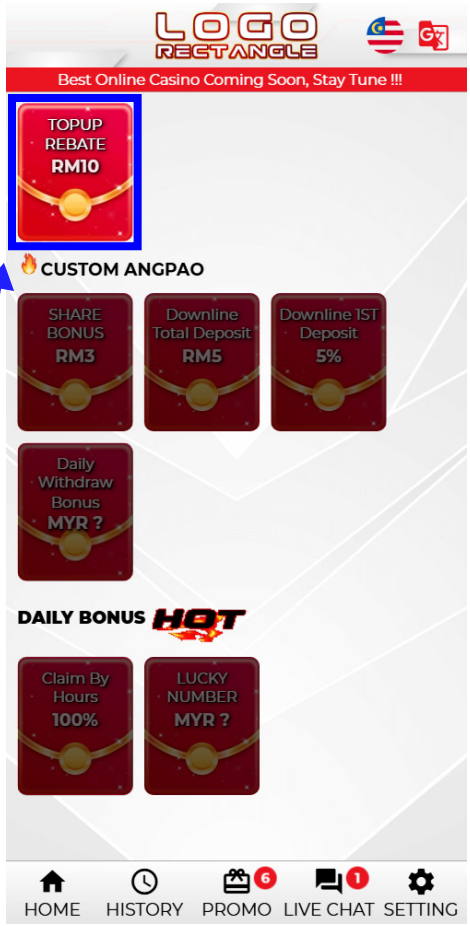
01 Select Date

02 Select Rebate Type

03 Click Calculate

04 Select all
or individual players

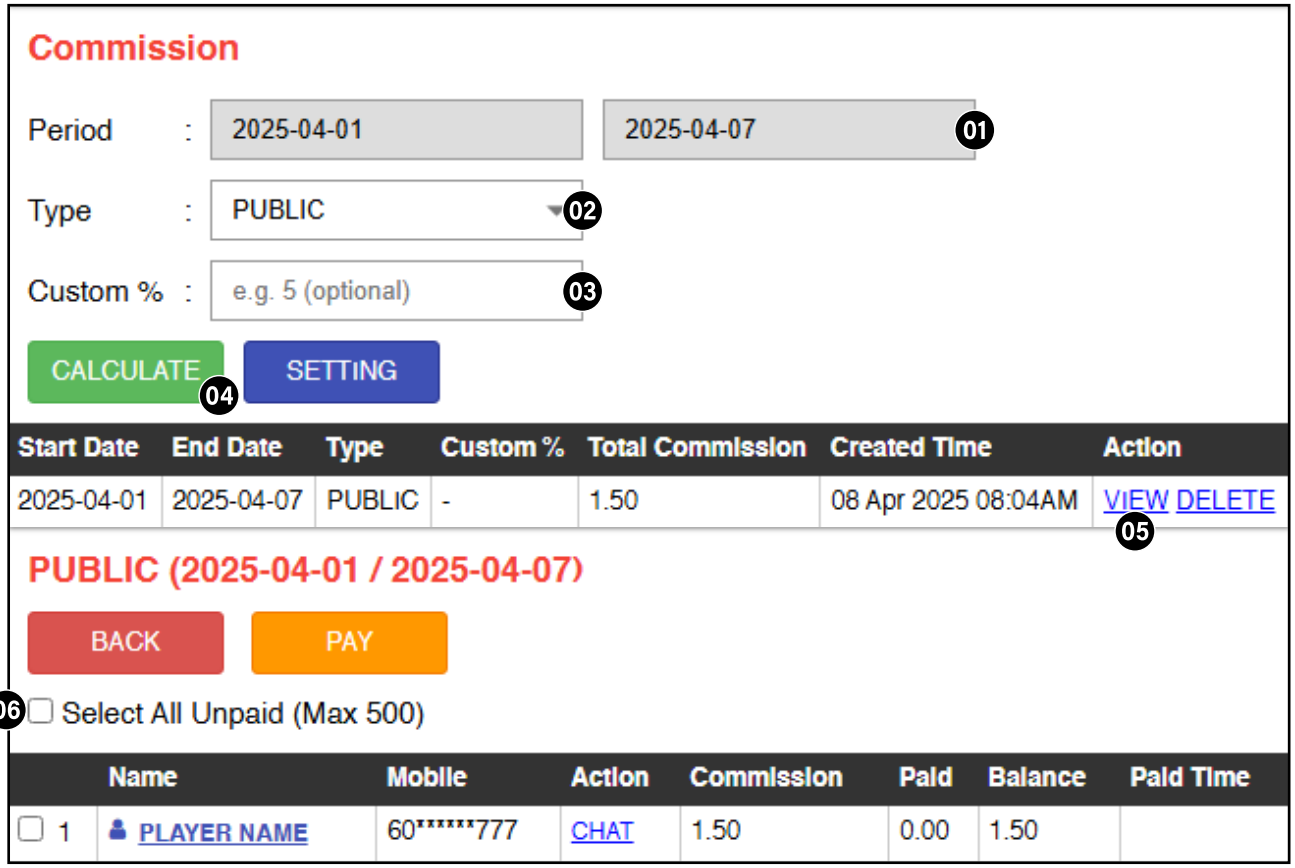
05 Click PAY



Promo will appear on the player's frontend after payment

1 COMMISSION

PAY COMMISSION



01 Select Date

02 Select Public

03 Empty by default
(Set inside Setting > Referrer)

04 Click Calculate

05 Click View

06 Select ALL
or individual players

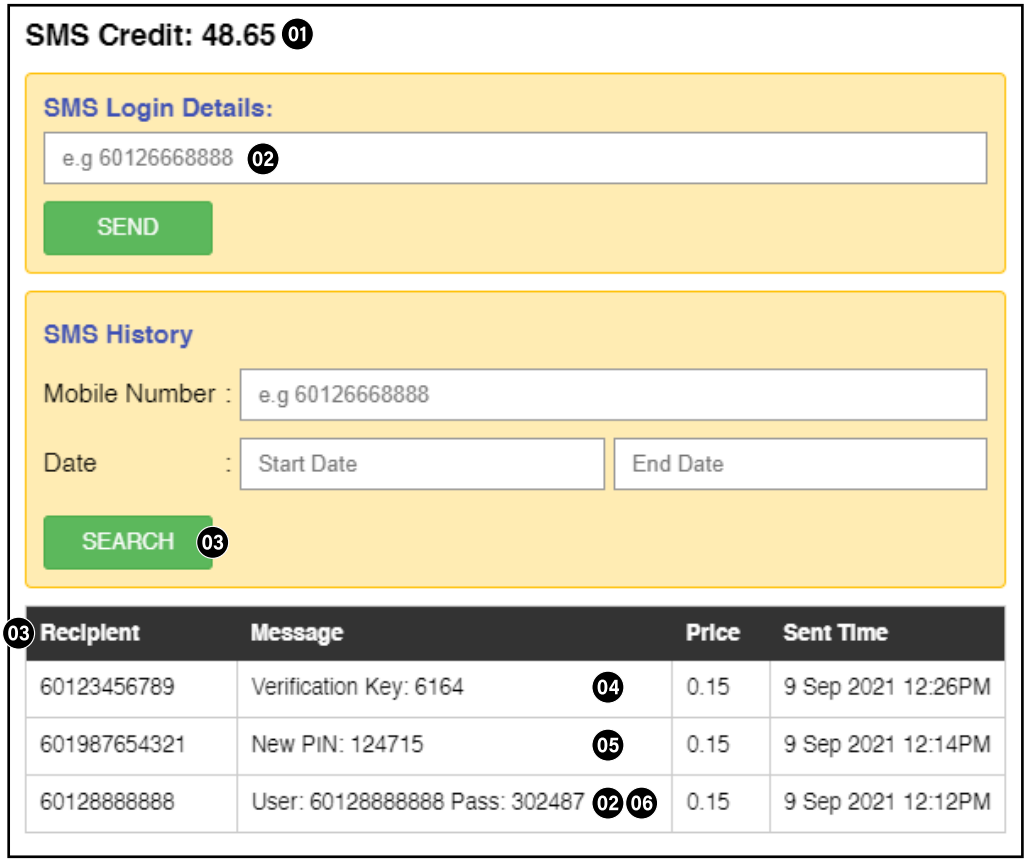
Max 500 per payment.
Repeat if exceeded

07 Click PAY

Promo will appear on the player's frontend after payment

SMS

SMS



01 Current SMS Balance

02 Manually Register Player & Send Login Details

03 Search Sent Message Records

04 Sample Registration Message Request

05 Sample Password Reset Request

06 Sample Manual Registration Info

BANK

BANK (CREATE)

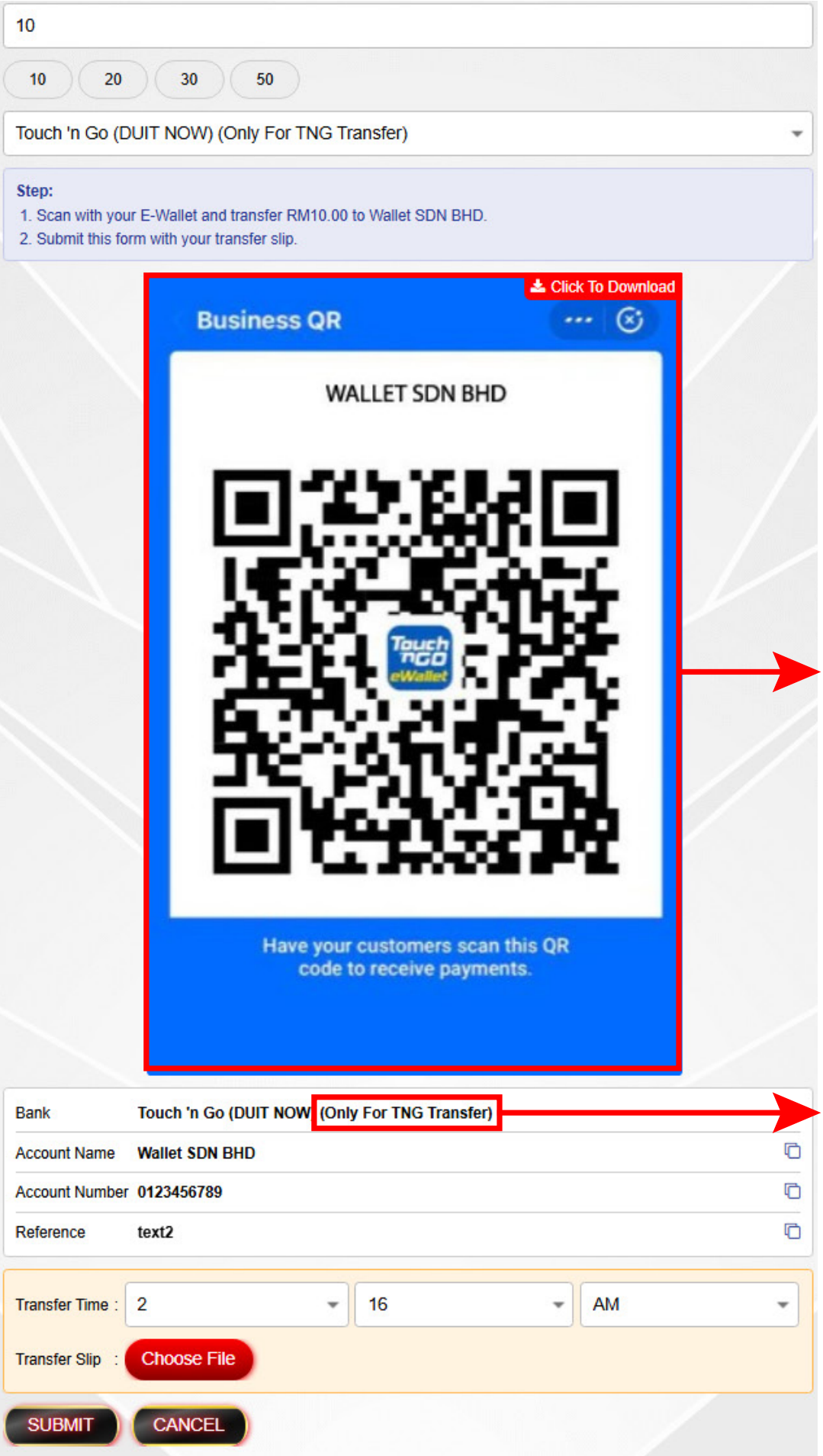
BANK

Bank	:	Select Bank
Account Name	:	Bank Account Name
Account Number	:	Bank Account Number
01 Account QR	:	Choose File No file chosen QR (Ignore if dont have)
02 Description	:	Bank Description (Visible to Player)
Gateway	:	Custom Gateway Category
Bank Type	:	Deposit & Withdraw / Deposit Only / Withdraw Only
04 Bank Info	:	Bank Information
Bank In Slip	:	Require Transfer Proof from Player
Bank In Time	:	Require Transfer Time from Player
Transferor Name	:	Require Sender Name from Player
03 User ID Suffix	:	Show Different Bank Accounts Based on Last Digit of Player ID
Show Time	:	Bank Display Time
03 Risk Level	:	Display Different Bank Accounts Based on Conditions
Excel Auto Approve	:	Excel Auto Conditions
Shared Account Code	:	Feature for Master BO
Display Gateway	:	Custom Gateway Display Category
Display Order	:	Custom Display Order
Remark	:	Remarks
Config	:	Additional Settings
Status	:	Active/Inactive/Delete

SUBMIT CANCEL

BANK

Example 01 & 02



01 Uploaded QR Image

02 Description Content

BANK

Example : 03

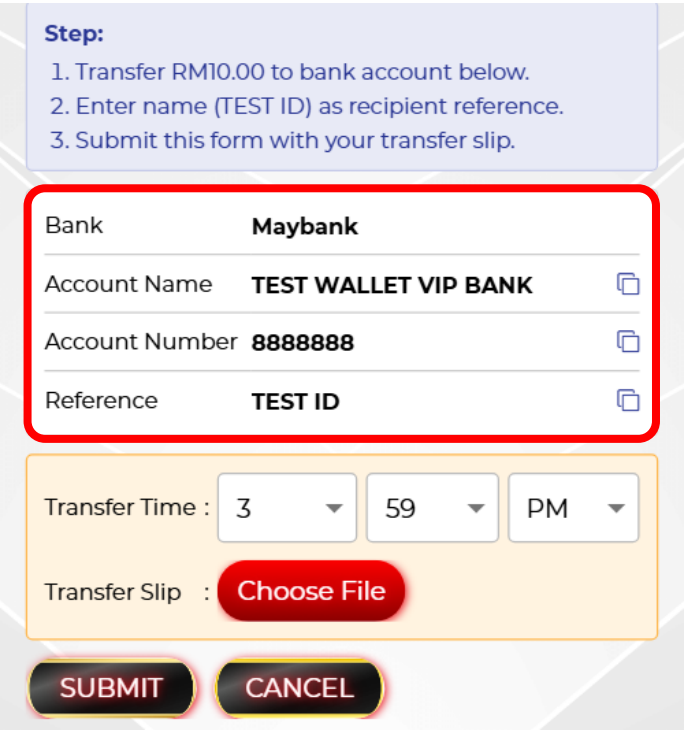
User ID Suffix : 7,9

****Only players with ID ending in 7 or 9 can see this bank**

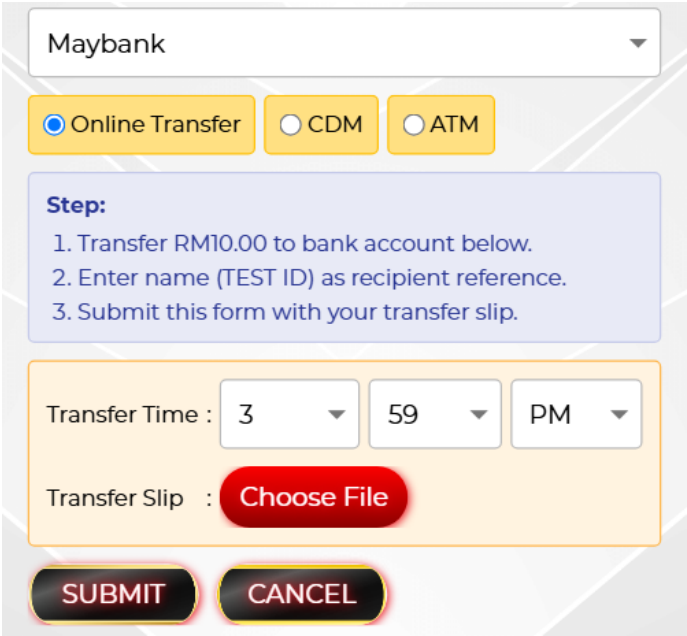
PineApple	**2961567877**	**Bank account is visible to player**
KIKI	**2981637633**	**Bank account is hidden from player**
MiMi	**31A3A61A1**	**Bank account is hidden from player**

Example : 04

Show



Hide



BANK

Example : 03

Risk Level
Setting > Transaction > Bank Risk Config

Bank Risk Config (Select 1 of 4 Options) :

```
{"depositAmount": {
   "0": 3,
   "50": 2,
   "500": 1
 }}
```

Deposit Amount
Display based on Deposit Amount
$0–49 : Bank-3 will be displayed
$50–499 : Bank-2 will be displayed
$500+ : Bank-1 will be displayed

```
{"pastDepositCount": {
   "0": 3,
   "10": 2,
   "100": 1
 }}
```

Past Deposit Count
Display based on Deposit History Count
0 ~ 9 deposits : Bank-3 will be displayed
10 ~ 99 deposits : Bank-2 will be displayed
100+ deposits : Bank-1 will be displayed

```
{"userTag": {
   "VIP": {
    "1": 3,
    "2": 2,
    "3": 2,
    "4": 1,
    "5": 1
   }}}
```

UserTag
Display based on VIP level
VIP 1 : Bank-3 will be displayed
VIP 2&3 : Bank-2 will be displayed
VIP 4&5 : Bank-1 will be displayed

```
{"bankRotation": 1}
```

Bank Rotation
A random bank account will be displayed to the player for each transaction.

Risk Level : 2

Bank Rotation
If multiple Bank-2 accounts exist,
one will be randomly displayed per deposit

PROMOTION

PROMOTION (Create Bonus)

PROMOTION

Promo Name	Name	e.g. Deposit Bonus 10%
Fixed % (Choose 1 only)	Bonus (Percentage)	e.g. 20 (Leave it blank to use fixed amount bonus)
Fixed Amount (Choose 1 only)	Bonus (Fixed Amount)	e.g. 20 (Leave it blank to use percentage bonus)
Random Amount (Choose 1 only)	Bonus (Random)	e.g. {"min":0.2,"max":0.5}
Max Payment for the bonus	Max Payout 01	e.g. 99 (optional)
	Claim Condition 02	DEPOSIT
	Claim Config 03	"Do not change "startDate". Please create as new promotion if you want to change start date.
Min accept deposit amount	Min Topup Amount	e.g. 50 (optional)
Max accept deposit amount	Max Topup Amount	e.g. 99 (optional)
Min topup count before	Min Times of Topup	e.g. 0 (optional)
Promo claim count	Claim Limit	e.g. 1 (optional)
Promo claim count reset	Claim Reset 04	NONE
	Initial Free Limit	e.g. 1 (optional)
	Deposit Free Limit 05	e.g. 1 (optional)
Rollover Total Bet Amount	Rollover Percentage Bonus is R x (Deposit + Bonus) Fixed or Random Bonus is R	e.g. 1 (optional)
Turnover Win Over / Min Withdraw	Turnover Percentage Bonus is T x (Deposit + Bonus) Fixed or Random Bonus is T	e.g. 1 (optional)
Max Withdraw Amount	Max Withdraw Value less than 1 means % Example 0.9 (only can withdraw 90%)	e.g. 100 (optional)
Descrption for the bonus (Choose 1 only)	Description Use either one	
Descrption for the bonus (Choose 1 only)	Description (Editor) Use either one	Normal / Sans Serif
	Display Description Only 06	No
	Display Angpao Text 07	Yes
	Display Amount 08	Yes
	Display Group	e.g. 1 (optional)
	Display Order 09	e.g. 1 (optional)
	Angpao Image 10	Choose File No file chosen Delete
	Description Image 11	Choose File No file chosen Delete
	Mobile App Only	No
	Status	ACTIVE
	Allowed Game	AWC3-1 [SPADE] AWC3-11 [E1SPORT] AWC3-14 [PG] AWC3-15 [JILI] AWC3-2 [SEXYBCRT] AWC3-3 [SV388] Select All / Unselect All
	Share Report	-

SUBMIT CANCEL

01

Max Payout
Can only be used with Bonus (Percentage)
Example :
Deposit : RM100
Bonus : 100%
Max Payout : RM188

Player Deposit 100 Free 100, Total Rm200
Player Deposit 200 Free 188, Total Rm388

02

Deposit : Player must deposit to trigger the promo
Free : Player can claim the red packet without deposit or any rule
Custom : Custom promo features will be guided by us if needed

03

When using 'Claim Condition: Custom', these features may be required,
We will provide setup instructions if needed

04

Unlimited Claim :
Claim Limit : 0
Claim Reset : None

Welcome Bonus (One-time claim only) :
Claim Limit : 1
Claim Reset : None

Daily Bonus (Daily claim allowed) :
Claim Limit : 1
Claim Reset : Daily

05

Initial Free Limit
Free claim limit without deposit

Deposit Free Limit
Free claim limit after deposit

Usually recommended for new companies
Claim Condition : FREE
Claim Limit : 1
Claim Reser : Daily

Initial Free Limit : 3
Deposit Free Limit : 4

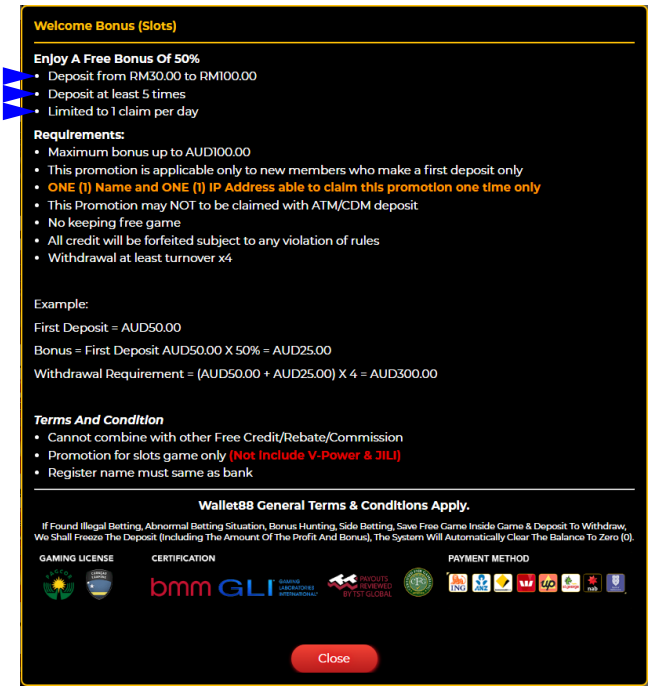
New players receive a 3-time (day) free bonus upon joining
Since it's limited to 1 claim per day, the bonus lasts for 3 days

After the 3 free claims,
each deposit will unlock 4 more daily bonus claims

06 Display Discription Only

Setting : NO

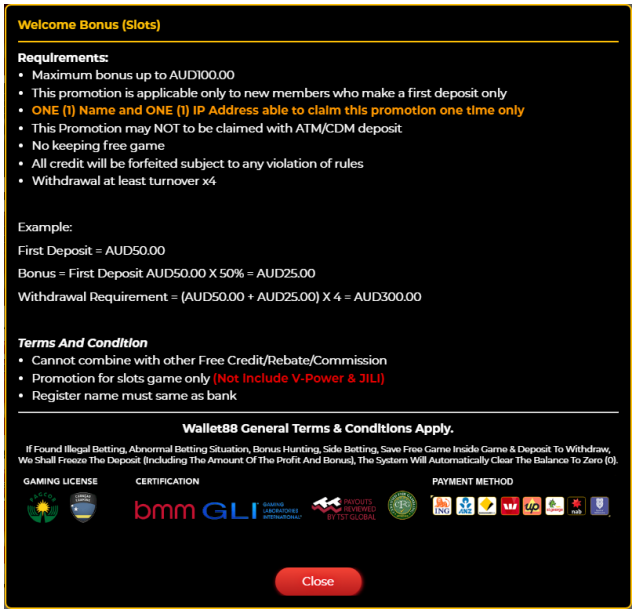
System Auto Write



The system will auto-fill some basic conditions based on your settings

Setting : YES

NO System Auto Write



The system will not auto-fill basic conditions only the description will be shown

07 Display Angpao TEXT

Setting : YES

Show Name / Amount

Setting : NO

Hide Name / Amount

08 Display Amount

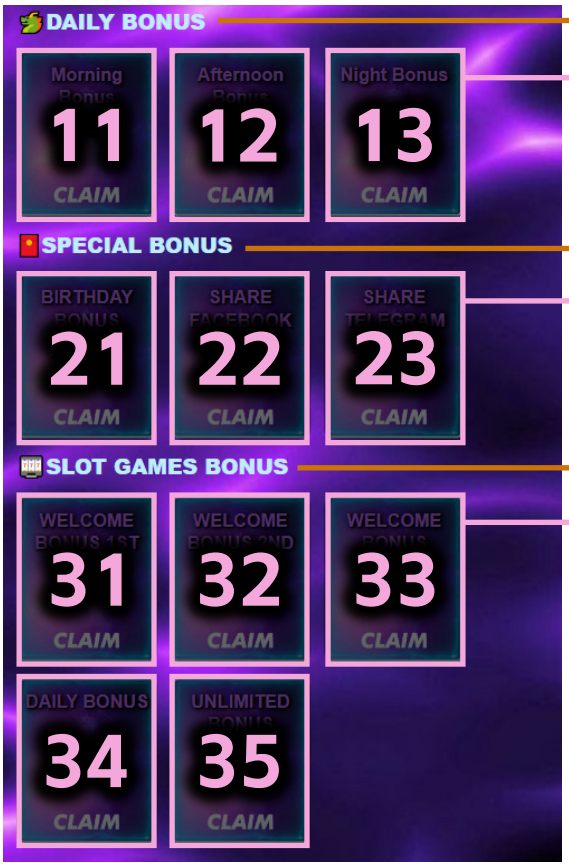
Setting : YES

Show Amount / %

Setting : NO

不显示红包 金额 / 巴仙

09 Display Group & Display Order



Display Group (Group by exact name, including symbols and spaces)

Display Order

Row 1 – Slot 1 = 11
Row 1 – Slot 2 = 12
Row 1 – Slot 3 = 13

Display Group (Group by exact name, including symbols and spaces)

Display Order

Row 2 – Slot 1 = 21
Row 2 – Slot 2 = 22
Row 2 – Slot 3 = 23

Display Group (Group by exact name, including symbols and spaces)

Display Order

Row 3 – Slot 1 = 31
Row 3 – Slot 2 = 32
Row 3 – Slot 3 = 33
Row 3 – Slot 4 = 34
Row 3 – Slot 5 = 35

10 Angpao Image

Set a unique image for promo

11 Discription Image

Embed an image inside the promo

SETTING

SETTING (Transaction)

Member Min Deposit
10 → **Minimum Single Deposit Amount**

Member Max Deposit
→ **Maximum Single Deposit Amount**

Member Min Withdraw
50 → **Minimum Single Withdrawal Amount**
(applies only if no bonus is active)

Member Max Withdraw
→ **Maximum Single Withdrawal Amount**

Member Max Withdraw (x Deposit)
→ **Max Withdrawal**
(Deposit Amount × Multiplier)

Member Withdraw Rollover (x Deposit)
→ **Deposit Rollover**
(Deposit Amount × Multiplier)

Member Deposit Allow Skip Slip
OFF → **Player can /cannot submit bank receipt when deposit**

Member Deposit Enter Below Reference
MOBILE NUMBER → **Prompt player to enter phone number / ID / name as transfer reference when deposit**

Member Deposit Enter Below Reference (Random)
TEXT1, TEXT2, TEXT3 → **Custom transfer reference allowed if phone/ID/name is not preferred**

Member Withdraw Daily Count Limit
0 → **Limit number of withdrawals per day**

Disable Withdraw Time
{"startTime":2355,"duration":"15 minutes"} → **Restrict withdrawal requests during specific time periods**
(Usually2355P.M. & 15Min)

Staff Approve Withdraw Must Select Bank
OFF → **When staff approves a withdrawal, bank must be selected for record purposes**

Staff Approve Withdraw Must Upload Slip
ON → **When staff approves a withdrawal, bank receipt must be uploaded for the player**
(Recommended : ON)

Gateway Deposit Fee (%)
{"Telco":30,"WinPay":30} → **Auto-deduct when player deposits via selected platform**

Gateway Withdraw Fee (%)
{"Telco":30,"WinPay":30} → **Auto-deduct when player deposits and withdraws via selected platform**

Gateway Min Withdraw:
→ **Min withdrawal amount for deposits made via selected platform**

Gateway Max Withdraw
→ **Max withdrawal amount for deposits made via selectedplatform**

Gateway No Bonus
["Telco","WinPay"] → **Promo not allowed for claim if deposits via selected platform.**

Gateway Config
→ **Can request Wallet-CS to configure**

SETTING

SETTING (Member)

Member Register Method

- Whatsapp → Staff can send message to player via WhatsApp + Register via WhatsApp
- Whatsapp & SMS → Staff can send message to player via WhatsApp + Register via WhatsApp or SMS
- Whatsapp (No Reply) → WhatsApp used for registration only (Recommended)
- Whatsapp (No Reply) & SMS → Register via WhatsApp or SMS (Recommended)
- Viber → Register via Viber
- Viber & SMS → Register via Viber or SMS
- Line → Register via LINE
- Line & SMS → Register via LINE or SMS
- Telegram → Register via Telegram
- Telegram & SMS → Register via Telegram or SMS
- SMS → Register via SMS
- SMS & Whatsapp (No Reply) → Register via SMS + WhatsApp (SMS is prioritized)
- Normal (No Verify) → Player can register freely (Not Recommended)

Allow Auto Register From Other Wallet

→ Requires additional setup. Please contact support

Member Country Code

60, 65 → Example : Only +60(MY) +65(SG) phone numbers are allowed for registration

Whitelisted Member Country

→ Whitelisted country IP addresses

Blacklisted Member Country

→ Blacklisted country IP addresses

Member Bank Account

Enter Bank Account During Withdraw

- No Limit → Players can freely change bank account on each withdrawal
- 1 Bank Acc for 1 Member → Bank account can be changed if no pending withdrawals
- 1 Bank Acc for 1 Member (L.A.W) → Bank account set on first withdrawal, then bound to Wallet ID
- 1 Bank Acc for 3 Member (L.AW) → Bank account bound on first withdrawal, max 3 users per account

Enter Bank Account After Register

- No Limit (L.A.R) → Bank account set on first login, cannot change, sharing allowed
- 1 Bank Acc for xx Members (L.A.R) → Bank account set on first login, cannot change, no sharing (limit 1/3/5/10 users)

Change Customer Name

NO → After first withdrawal, player's name will auto-update to match bank account name

SMS Limit

3 / days → Daily SMS request limit per player

Mobile Number Required

No Check → Only required if WhatsApp or SMS is not used for registration

Register Email Required

No → Require email verification from player

Allow To Change Mobile Number

YES → Player can change phone number from frontend

Live Chat

On

- On → All players can message customer support
- On (After Login) → Only logged-in players can message support
- Off → Disable chat function

SETTING

SETTING (Bonus)

Clear Bonus Percentage

0 → 当玩家金额少于设定的%时，会自动移除所有红包设定
0 = 少过 $0.10

Clear Bonus If Balance Less Than

→ 当玩家金额少于时，会自动移除所有红包设定

Allow Deposit If Balance Less Than

→ 当玩家金额少于时，才允许充值

Bonus Config

{"DisableBonusAfterPlay":1} → 玩家进入游戏前，必须领取所有充值触发的红包
否则一旦进入游戏所有红包将会被取消

SETTING > Referrer

Referrer Commission % (0 = OFF)

5 → 5% Commission

Referrer Commission Type

- Downline Lose (Long Term) → Calculates total win/loss from registration date to today, previously paid records are also included
- Downline First Deposit → Player can only earn commission from downline first deposit
- Manual → Only calculate win/loss within selected period (Recommended)
- Rollover Commission → Only calculate x% of total turnover from downline

Agent Commission Type

Manual → Same as the above setting

Agent Commission Allowed Sites

["KISS918","MEGA"] → Commission can only be used in selected games

Referrer Commission Rollover

5 → Commission Rollover(Total Bet) × multiplier

Referrer Commission Rollover Ignore Balance

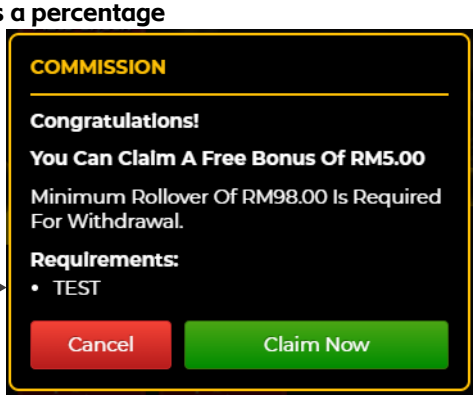
YES → YES = Balance excluded from Rollover
NO = Balance included in Rollover

Referrer Commission Max Withdraw

→ Max withdrawal limit
If set below $1, it is treated as a percentage
Example :
0.1 = 10% of total amount
0.88 = 88% of total amount

Referrer Angpao Description

TEST →



SETTING

SETTING (Other)

Other Config

"PinChatRename":{ "PIN1":"Deposit Problem", "PIN2":"Withdraw Condition", "PIN3":"Bonus Problem", "PIN4":"Free Credit Problem", "PIN5":"Others Problem"}	Customizable PIN names
"AddPin":1	Add 5 extra PINs (total 10)
"excel": 1	Use 0 or 1 to enable/disable Excel feature
"AdminHandleTx": 1	Admin ID can process handled orders
"AllCanHandleTx": 1	All IDs can process each other's handled orders
"ChatSort": 1	Pin all unread/unreplied chats
"DisableRegisterBank": [""]	Block certain banks from being used in register
"Languages": ",EN,ZH,MS,VN"	Customize frontend language options
"DefaultLanguage": "EN"	Set default frontend language
"ChatColor": {"RF": 0,"JOIN": 0}	Mark registration info as read automatically
"showUserInfo":1	Show ID,name,and phone number when withdraw
"WithdrawNoCent":1	Auto round-down withdrawal amount
"WithdrawFull":1	Full balance must be withdrawn

SETTING

SETTING (Other)

Allow Member Change Game ID

→ Allow players to change APP Game ID (918,Mega,etc.)
Recommended: NO

Disable Change Game ID

→ Disable Game ID change for selected APP Games only

Enable Change Game ID

→ Enable Game ID change for selected APP Games only

Change Game ID Wait Time (Minute)

→ Cooldown time for Game ID change

Allow Change Back To Old Game ID

→ Allow players to reuse previous Game IDs
Recommended: NO

Hide Mobile

→ Allow staff to view player phone numbers

Show Notice Time Gap (Second)

→ Cooldown time for frontend POPUP notices

Rating & Tips Staff

STAFF,CS,LoginID →

Enable Tips feature
STAFF: All staff IDs
CS: All customer service IDs
LoginID: Specific staff backend login ID

Leaderboard

{"SITE^ALL":{"name":"All Game"}} → Enable leaderboard for all games

{"SITE^PP":{"name":"PRAMATIC PLAY"}} → Enable leaderboard for selected games

Rank	Player	Game	Bet	Menang	Payout Ratio
1	60******736	JILI	RM0.02	RM18.70	935.00
2	60*******643	JILI	RM0.02	RM14.32	716.00
3	60******539	PUSSY	RM0.45	RM208.07	462.38
4	60******719	918KISS	RM0.50	RM230.40	460.80
5	60******275	MEGA888	RM0.05	RM15.10	302.00

→ Players can view winnable games on frontend
**This record cannot be falsified

Check In:

```
{
  "startDate": "2025-05-21",
  "redeemPromotionId": 123456,
  "checkInReward": [
    {
      "userSpecificPromotionId": 188314,
      "icon": "https://static.gwvkyk.com/media/89a40726db286cf35a86b.png",
      "text": "15%BONUS",
      "popup": "https://xxxxxxxxxxxxxxxx.jpeg"
    },
    {
      "minBonus": 1.2,
      "maxBonus": 1.4
    },
    {
      "minBonus": 1.4,
      "maxBonus": 1.6
    },
    {
      "minBonus": 1.6,
      "maxBonus": 1.8
    },
    {
      "minBonus": 1.8,
      "maxBonus": 2
    },
    {
      "minBonus": 2,
      "maxBonus": 3
    },
    {
      "userSpecificPromotionId": 188314,
      "icon": "https://static.gwvkyk.com/media/89a40726db286cf35a86b.png",
      "text": "15%BONUS",
      "popup": "https://xxxxxxxxxxxxxxxx.jpeg"
    }
  ]
}
```

Day-1 Setting,
Special deposit bonus
Promo ID : 188314

Day-2 Setting,
Random free bonus
Promo ID : 123456

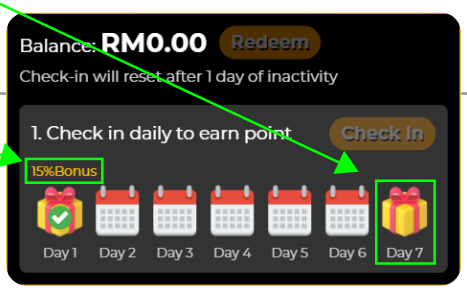
Day-3 Setting,
Random free bonus
Promo ID : 123456

Day-4 Setting,
Random free bonus
Promo ID : 123456

Day-5 Setting,
Random free bonus
Promo ID : 123456

Day-6 Setting,
Random free bonus
Promo ID : 123456

Day-7 Setting,
Special deposit bonus
Promo ID : 188314



Example Checkin Bonus

PROMOTION ID : 123456

Name	:	Check-IN Bonus
Bonus (Percentage)	:	
Bonus (Fixed Amount)	:	
Bonus (Random)	:	
Claim Condition	:	CUSTOM
Claim Config	:	{"customBonus":"manual"}
Allowed Game	:	☐ 918KISS ☐ MG888H5 ☐ MG888H52 ☐ UUS ☐ UUS2

Bonus Name

No need to fill in

No need to fill in

No need to fill in

Must change to CUSTOM

{"customBonus":"manual"} **is required**

Extras (optional)
{"creditLessThan": 0.1}
{"fixRT": 1}
{"walletId": 1, "changeGameId": 1}

Select as needed

Example Special Deposit Bonus

PROMOTION ID : 188314

Name	:	15% Special Checkin Bonus
Bonus (Percentage)	:	15
Bonus (Fixed Amount)	:	
Bonus (Random)	:	
Claim Condition	:	DEPOSIT
Claim Config	:	{"userSpecific":1}
Allowed Game	:	☐ 918KISS ☐ MG888H5 ☐ MG888H52 ☐ UUS ☐ UUS2

Bonus Name

{"userSpecific":1} **is required**

Select as needed

****Special deposit bonus is not mandatory.**
If not needed, you can use min & max as daily settings.

User Tag

VIP,HUNTER,DANGER → **Manually tag player ID for easy tracking**

Automate User Tag

```
{
  "VIP": {
    "tagValue": {
      "1": {
        "last30daysDeposit": 100
      },
      "2": {
        "lifeTimeDeposit": 300
      },
      "3": {
        "pastMonthDeposit": 10000
      },
      "4": {
        "pastMonthDeposit": 30000
      },
      "5": {
        "lifeTimeDeposit": 50000,
        "pastMonthDeposit": 50000
      }
    },
    "config": {
      "downgradeMode": "jump"
    }
  }
}
```

→ **Auto-tag player ID**

Example: VIP auto-tags 5 levels
Hunter & DANGER still require manual tagging

last30daysDeposit : Required deposit in past 30 days
lifeTimeDeposit : Required deposit since registration
pastMonthDeposit : Required deposit in last month

All conditions must be met to level up

Down Grade Mode : jump & step
jump : Drop to VIP1 if target not met
step : Drop 1 level per missed month, 5 > 4 > 3 > 2 > 1

Game Config

```
{
  "EVO888H5B": {
    "walletId": 1,
    "disabledByDefault": 1
  },
  "UUS2": {
    "walletId": 1,
    "disabledByDefault": 1
  },
}
```

→ **Applies to FREE Kiosk games only**

Wallet Config

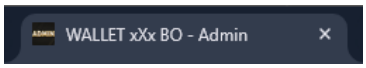
{"1":{"name":"Free Credit"}} → **Applies to FREE Kiosk games only**

DISPLAY

Display (General)

Website Name

WALLET xXx BO → **Backend TAB display name**



News Ticker

Best Online Casino Coming Soon!!! → **Frontend marquee message**

News Ticker Time

YES → **Include timestamp in marquee message**

Change Bank Notice

Not Support Crypto BANK → **Shown when player enters bank account info**

DISPLAY

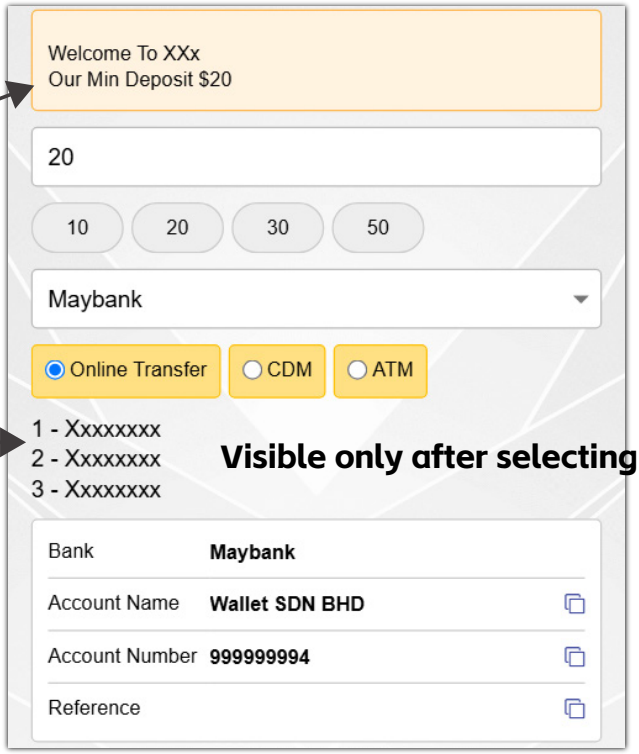
Display (General)

Deposit Notice

Welcome to xXx
Our Min Deposit $20

Deposit Step

1 - xxxxxxxx
2 - xxxxxxxx
3 - xxxxxxxx



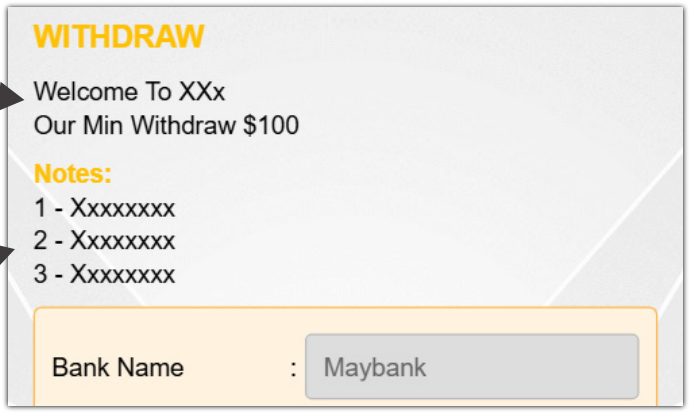
Visible only after selecting a bank

Withdraw Notice

Welcome to xXx
Our Min Withdraw $100

Withdraw Step

1 - xxxxxxxx
2 - xxxxxxxx
3 - xxxxxxxx



Popup Notice

→ **Frontend popup notice for players**

Popup Notice (After Login)

→ **Shows different content before and after login**

Popup Notice (Editor)

→ **Same as Popup Notice, with easier content input**

DISPLAY

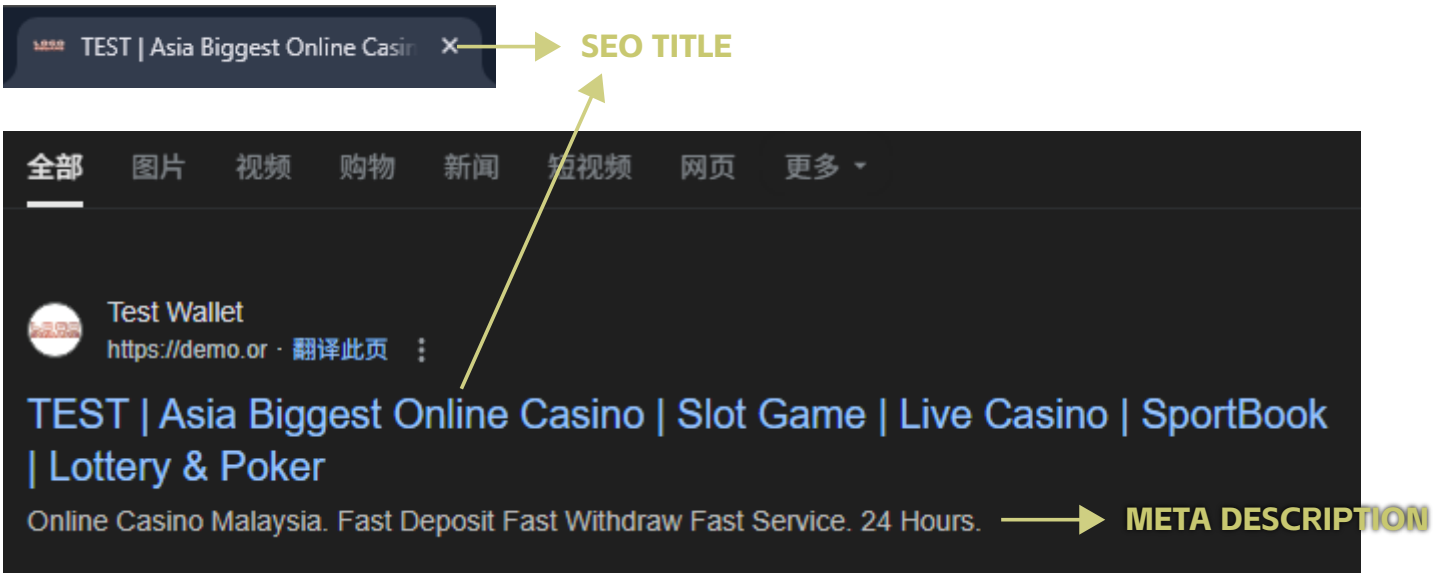
Display (SEO)

SEO Title

TEST | Asia Biggest Online Casino | Slot... → **Frontend TAB title + Google search title**

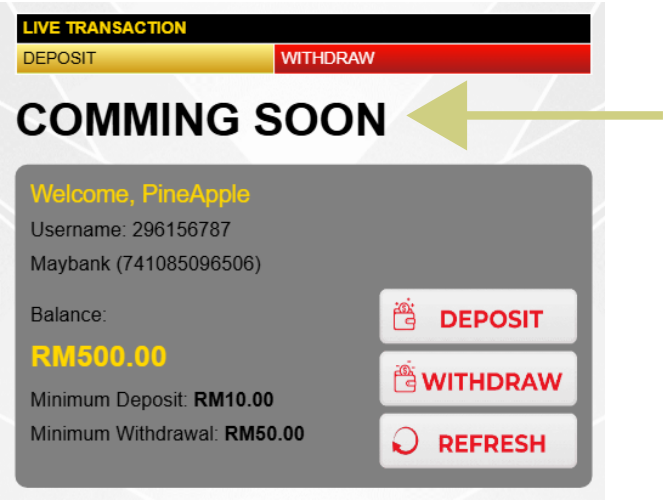
Meta Description

Online Casino Malaysia. Fast Deposit Fast... → **Google search subtitle**



Heading 1

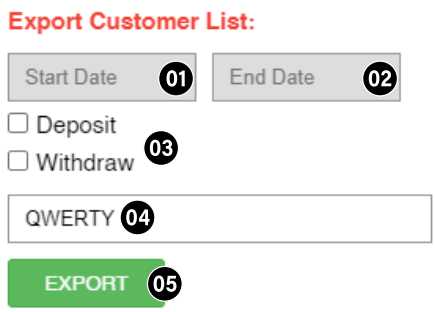
COMMING SOON → **Main headline on frontend (for urgent notices, etc.)**



ADMIN TOOL

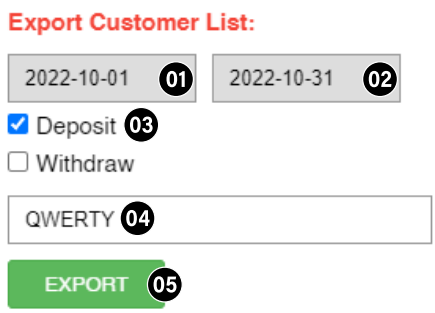
ADMIN TOOL > Export Customer List

Export All Player



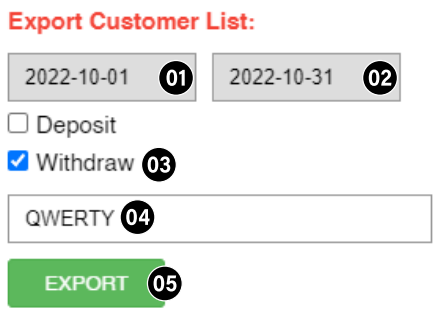
1. Dont Select Date!!
2. Dont Select Date!!
3. Dont Select ANY TYPE!!
4. Keyin Password
5. Export

Export Deposited Player



1. Select Start Date (Max 1 month)
2. Select End Date (Max 1 month)
3. Select Deposit
4. Keyin Password
5. Export

Export Withdrawn Player



1. Select Start Date (Max 1 month)
2. Select End Date (Max 1 month)
3. Select Withdraw
4. Keyin Password
5. Export

ADMIN TOOL > Emergency SHUTDOWN

After password confirmation, both frontend and backend will shut down within 5 seconds.

Reactivation requires technical team support and may take 1–3 days.