SUPPORT TROUBLESHOOT & SOLUTIONS - SOCCER 6.10.13

Soccer 6, 10,13

Query: Market is not available on our site

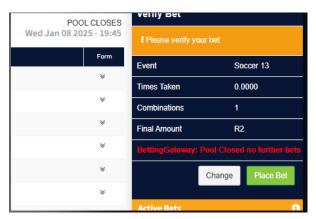
Solution: Escalate to the Betwiser Channel on slack and ask @hilton or @mark to load it.

Query: Soccer bet payout is incorrect

Solution: Escalate to the Betwiser channel on slack @barry or @hilton or @mark. Please

include the ticket number.

Query: BettingGateway: Pool Closed no further bets



Solution: Check the official closing times on Soccer6 website. If times have been changed, notify @hilton on betwiser channel if it has not been changed on our site. If the time is correct then reload the tote. To do this go to Admin on Exchange and click on CLEAR FEEDS under the Data Feed heading. Click on Reload Tote Venues. This should load the latest updates on Tote.

