888 Dragon Lotto System Administration Manual

Complete operational manual for the Admin platform and production system

Manual version	Admin Manual v1.0 / Admin UI v3.10.69
Published	15 August 2026
Audience	Super Admin, Admin, Finance, Operations, Support
Platform	888 Dragon Lotto

Important: This manual describes the current production operating model. Financial actions must always be verified against the live system record and the Production Core ledger.

Contents

1. Purpose and operating principles

This manual is the primary operating reference for the 888 Dragon Lotto administration platform. It explains how to review players, move money safely, manage games and results, handle commissions, support players, verify system health, and preserve a complete audit trail.

- **Financial authority:** The Production Core wallet and ledger are the source of truth for money movement. Do not treat browser totals or cached displays as authoritative when there is a discrepancy.
- **Server-side enforcement:** Wallet credits/debits, betting, settlement, withdrawal eligibility, and other financial rules must be enforced by backend services, not only by the UI.
- **Record preservation:** Do not delete financial history to clean a screen. Use view-level clearing controls and export the complete record set when needed.
- **Least privilege:** Only give an administrator the modules and permissions required for the role.
- **Verify before action:** Confirm player identity, transaction reference, amount, status, and provider state before approving, adjusting, paying, or retrying a transaction.

Production rule - When a provider or Core result is unknown, do not create a second money movement just to “try again.” Investigate the existing reference first.

2. Platform architecture and source of truth

The production platform is separated into player-facing pages, administration pages, server-authoritative Core services, data stores, and external providers. This separation is intentional: the browser displays and submits actions, while financial authority remains on the server.

Component	Purpose	Operational note
Player site (Cloudflare Pages)	Player account, wallet display, deposits, games, withdrawals, referral, commissions, support	UI only; must not directly alter authoritative balances.
Admin site (Cloudflare Pages)	Operations, finance review, KYC, games, results, reporting, support, audit	Access controlled by Admin roles and module permissions.
888 Lotto Core API (Cloudflare Worker)	Wallet, betting, financial controls, commission cutoff, health endpoints	Server-authoritative production logic.
Neon/PostgreSQL	Financial and application records used by Core	Use SQL only for approved migrations, diagnostics, reconciliation, or controlled recovery.
Firebase/Firestore	Identity/operational data used by	Do not bypass server-side financial

	current platform features	controls with direct browser writes.
SEP / OptekPay	Payment and payout provider integrations	Provider status and references must be preserved for reconciliation.
Cron trigger	Automatic daily jobs such as commission cutoff	Commission schedule is 12:00 AM Asia/Manila via 16:00 UTC cron.

Health check - Use the Core health endpoint and Cloudflare Observability when validating a deployment or investigating a failed scheduled job. Never expose secrets in screenshots or support messages.

3. Roles, access, and security

Admin Accounts

Use Admin Accounts to create administrators and agents and assign only the modules they need. Super Admin access should be limited to trusted operators who require platform-wide control.

- Do not share one administrator login between staff.
- Remove or disable access promptly when a role changes.
- Never send passwords, private keys, API secrets, OTPs, or provider credentials in chat or screenshots.
- Use Audit Logs to review sensitive changes and financial actions.

Security boundaries

- **KYC:** A player must have admin-approved KYC status before being eligible to withdraw.
- **Withdrawal passcode:** The player uses a four-digit withdrawal passcode in addition to account authentication.
- **Payment details:** Review payout destination details carefully; removed/restricted payout accounts are handled in Blocked Payment Accounts.
- **Financial writes:** Do not attempt to edit a displayed balance directly. Use approved adjustment/reconciliation flows that write a ledger entry.

4. Dashboard and Operations Center

Start every shift from Dashboard and Operations Center. These pages provide the fastest way to identify money movement, provider issues, pending requests, and operational alerts.

1. **Review system health.** Confirm the Core API and relevant payment providers are healthy.
2. **Review queues.** Check pending deposits, withdrawals, KYC reviews, support cases, and commission claims.

3. **Review alerts.** Investigate provider failures, stale requests, or unusual volume before processing additional transactions.
4. **Review reconciliation indicators.** Use the gateway report, wallet ledger, and provider references when totals do not match.

> **Do not rely on notifications alone -** A notification is a prompt to inspect the underlying record. The record status and provider/Core response determine the action.

5. Players, hierarchy, and account status

The Players module provides player records and hierarchy context. Use it to confirm identity, account status, referral/upline relationships, and the correct player before any administrative action.

- Search by the most reliable identifier available: email, Firebase UID, player ID, or displayed reference.
- Confirm the account is active before making a manual adjustment or processing a request.
- Use hierarchy data to understand agent/downline relationships; referral hierarchy is separate from commission claim status.
- Avoid creating duplicate player records to resolve a login or wallet issue. Diagnose the existing account mapping instead.

6. KYC verification

KYC Review is a manual identity-verification workflow. KYC approval is a withdrawal eligibility requirement; email verification or account activation alone is not sufficient.

5. **Open the pending KYC request.** Confirm the request belongs to the correct player.
6. **Review submitted documents.** Inspect the government ID and selfie and check the information for consistency.
7. **Record the decision.** Approve only when the submission meets the platform review standard; otherwise decline with a factual reason.
8. **Verify resulting status.** Ensure the player shows KYC verified before approving a withdrawal.

> **KYC rule -** Withdrawals must remain blocked until the player’s KYC status is verified.

7. Deposits

Review queue vs. records

Use the live Review queue for active requests. Use Deposit records for resolved and historical entries. "Clear resolved requests" is a browser-view cleanup feature only; it must not delete the underlying financial record.

9. **Identify the deposit type.** Manual deposit requests require evidence review; gateway deposits follow the payment provider status.
10. **Match the reference.** Confirm internal and provider references before any manual intervention.
11. **Confirm amount and status.** A successful provider payment should be credited once, through the approved Core flow.
12. **Avoid duplicates.** Do not approve or credit a second time if the same reference is already credited.
13. **Export when needed.** Use Download all CSV for the complete deposit dataset, including entries hidden from the current browser view.

Gateway deposits - For commission deposit fallback calculations, only successfully credited deposits for the completed business day are eligible; pending, failed, expired, reversed, or merely paid-but-not-credited records are not counted.

8. Withdrawals and payout routing

Withdrawal processing combines account eligibility, KYC, wallet/turnover checks, payout destination review, administrator approval, and provider routing.

14. **Confirm eligibility.** Verify KYC is approved and any turnover requirement has been completed.
15. **Confirm available amount.** Check the authoritative wallet/withdrawable amount, not only a cached display.
16. **Confirm payout destination.** Verify the selected e-wallet or bank account and review restrictions.
17. **Approve or decline.** Record an accurate decision and note when required.
18. **Send through the configured payout provider.** Preserve the provider reference and wait for a definitive result.
19. **Reconcile final status.** If the provider result is unknown, investigate before attempting another payout.

- **Request limits:** The current player UI communicates a minimum of PHP 100 and maximum of PHP 50,000 per withdrawal request. Provider/channel limits can also apply.
- **Clear resolved requests:** View-only cleanup; the full withdrawal record remains available and downloadable.

- **Blocked accounts:** Use Blocked Payment Accounts to review removed/restricted destinations and unblock only after the underlying reason is resolved.

9. Wallet, credits, and ledger

The Production Core wallet and ledger are the authoritative financial record. Wallet adjustments must create traceable ledger activity with a reference and reason.

- **Deposits:** Credit only after a successful, approved payment flow.
- **Bets:** Debit through the Core betting flow atomically.
- **Winnings/settlement:** Credit through settlement logic tied to the official result.
- **Withdrawals:** Lock/debit through the approved withdrawal flow; do not directly subtract displayed balances.
- **Admin adjustments:** Use only for justified corrections and retain the reason/reference.
- **Reconciliation:** When a UI balance differs from Core, reconcile to the authoritative ledger rather than editing the UI record.

> **Never “fix” a wallet by editing the number shown on screen -** Every production balance change should be explainable through ledger transactions.

10. Commission and claims

Daily commission generation is automatic. The Retry cutoff control is a recovery/backfill tool and is not part of the normal daily operating procedure.

Rule	Current behavior
Cutoff time	12:00 AM Asia/Manila.
Business date	The completed previous business day is processed at the cutoff.
Primary commission base	Actual player wallet balance at cutoff when it is greater than zero.
Deposit fallback	If wallet at cutoff is zero, use total successfully credited deposits during the completed business day.
No base	If both wallet-at-cutoff and credited deposits are zero, no commission is generated.
Accumulation	New daily commission adds to existing unclaimed commission.
Idempotency	Only one generation per player/business date; reruns must

	not duplicate valid commission.
Claim	Player/agent submits a manual claim; Admin reviews and releases/declines.

20. **Review automatic batch.** Confirm business date, entries, commission base, rate, and amount.
21. **Use Retry only when required.** Retry failed/incomplete historical batches; do not repeatedly retry a completed valid batch.
22. **Review claims.** Confirm claimant, available accumulated commission, requested amount, and prior payouts before approval.
23. **Preserve history.** Commission records and claims are part of the audit trail.

11. Games, betting controls, and entry sales

Game administration is split across Games, Website Game Layout, Entry Sales, and LOTTO Live & Results. Presentation settings should be kept separate from financial/betting controls whenever possible.

- **Games:** Manage availability, configuration, provider settings, and internal controls.
- **Website Game Layout:** Arrange the public lobby and presentation.
- **Entry Sales:** Review internal game entry records when available.
- **Live draw/results:** Manage official result inputs and settlement workflow.

Combination exposure control - The betting system enforces a global maximum bet per combination per draw. If a requested stake exceeds remaining capacity, only the available amount is accepted and the excess is left uncharged. Returned/excess lines use the number combination followed by the returned amount and bet-type letter (S for Straight, R for Ramble/Rambolito).

12. LOTTO live results and settlement

LOTTO Live & Results manages the official live-draw link, result source, manual winning-number entry, and settlement records. Result entry is financially sensitive because settlement can credit winnings.

24. **Confirm the draw.** Verify game, business date, draw schedule, and the official result source.
25. **Enter/confirm the winning result.** Avoid changing results once settlement has begun unless following an approved correction procedure.
26. **Run/verify settlement.** Confirm winning and consolation outcomes and resulting wallet credits.
27. **Review settlement records.** Investigate any mismatch using the bet record, result, settlement record, and ledger entry.

13. Payment gateway report and integrations

Payment Gateway Report

Use the gateway report to review deposits and withdrawals recorded by the integration layer, including provider references, fees, status, and reconciliation state.

Integrations

- Use the Integrations module to review configured payment gateways, game providers, and REST integrations.
- Provider credentials and private keys must remain in protected secrets/configuration, never in front-end code or screenshots.
- When testing a live provider, use a controlled test amount and verify the complete lifecycle before wider use.
- Do not enable a provider contract path until the required session/callback endpoints and production credentials are confirmed.

14. Customer Service and notifications

Customer Service provides routing, live queue, agent status, AHT/ACW, cases, and chat history. Keep notes factual and tied to the correct player/reference.

- Use transaction references when discussing deposits, withdrawals, or bets.
- Do not ask a player for their password, OTP, or private authentication code.
- Use notification preferences to surface deposit, withdrawal, live-chat, and commission activity.
- The notification panel can be used as an operational alert surface, but always inspect the underlying record before taking action.

15. Audit Logs and record retention

Audit Logs support accountability for administrative and financial changes. Financial history should be immutable except through traceable corrective transactions.

- **Clear resolved requests:** Hides resolved Deposit/Withdrawal entries from the local browser view; it does not delete records.
- **Restore cleared:** Returns hidden entries to the browser view.
- **Download all CSV:** Exports the complete record dataset, including records hidden from the current view.
- **Audit Logs:** Use for administrator and financial change history.
- **Ledger:** Use for authoritative money movement and reconciliation.

16. Website settings and presentation

Website Settings and Website Game Layout are for identity, regional, and presentation settings. Changing presentation should not change financial rules unless the change is explicitly part of an approved configuration update.

- Confirm production URLs and allowed origins before publishing a new front-end build.
- Keep logo/banner changes optimized for mobile and desktop.
- Validate player navigation after any layout update.
- Use a production-safe deployment path and preserve the last known-good version for rollback.

17. Daily operating procedures

Start of shift

28. Open Dashboard and Operations Center.
29. Check Core/provider health and operational alerts.
30. Review pending deposits, withdrawals, KYC, support cases, and commission claims.
31. Review any failed scheduled job from the previous cutoff.

During shift

32. Process financial queues using references and provider status.
33. Monitor unusual errors, repeated retries, or stale transactions.
34. Keep support notes factual and use the correct player record.
35. Avoid live configuration changes during active draw/financial processing unless necessary and approved.

End of shift

36. Confirm no critical pending/unknown money movement is left without notes.
37. Export/report records required by operations or finance.
38. Check Audit Logs for sensitive changes when applicable.
39. Hand over unresolved incidents with exact IDs, timestamps, and current status.

18. Incident response and troubleshooting

Symptom	First checks	Do not do
Player wallet mismatch	Core wallet/ledger, recent deposit/bet/settlement/adjustment references	Do not edit the displayed balance directly.
Deposit not credited	Provider status, internal reference, gateway report, Core credit state	Do not credit the same provider reference twice.
Withdrawal unknown	Provider reference/status, admin	Do not send a second payout until the

	approval record, wallet lock/debit state	first is resolved.
Commission missing	Cron log, batch business date, commission source/base, claim history	Do not repeatedly retry a valid completed batch.
Cron failed	Cloudflare Observability cron event and full error details	Do not change the schedule blindly without reading the error.
Player page shows old UI	Cloudflare deployment, service-worker/PWA cache, hard refresh	Do not assume backend data is wrong because the UI is cached.

Escalation package - For a technical incident, capture the exact timestamp (Asia/Manila), player/account ID, internal reference, provider reference, endpoint/action, current status, and the relevant sanitized log error. Do not include secrets.

19. Deployment and production safety

Production changes should be small, verifiable, and reversible. The player and admin frontends are independent Cloudflare Pages deployments; the Core API is a Cloudflare Worker deployment.

40. **Validate locally.** Run syntax/check scripts and production-dependency audit when provided.
41. **Dry-run Core deployments.** Confirm Hyperdrive and production environment variables before the actual deploy.
42. **Deploy one layer at a time.** Avoid changing Core, Admin, and Player simultaneously unless required.
43. **Verify health.** Check the Core health endpoint and Cloudflare logs after deployment.
44. **Verify critical journeys.** Login, wallet read, deposit creation/status, bet placement, withdrawal eligibility, and Admin records as appropriate for the change.
45. **Keep rollback available.** Do not delete the previous known-good deployment/version.

Scheduled commission job - The production cron is 0 16 * * * (UTC), corresponding to 12:00 AM Asia/Manila. It should process the completed previous business date automatically.

20. Quick reference and glossary

Term	Meaning
Production Core	Server-authoritative API that controls financial and betting

	operations.
Ledger	Immutable/traceable financial transaction history used for reconciliation.
Credited deposit	Deposit successfully applied to the player wallet; distinct from pending/paid-only states.
Turnover	Required wagering amount that must reach zero before withdrawal when applicable.
KYC verified	Admin-approved identity status required for withdrawal eligibility.
Commission cutoff	Automatic daily commission generation at 12:00 AM Asia/Manila for the completed previous business date.
Retry cutoff	Recovery/backfill action for a failed/incomplete historical commission batch; not the normal daily process.
Idempotent	Safe to retry without creating duplicate valid financial/commission records.
Provider reference	External payment/payout identifier used for reconciliation.
Clear resolved requests	Browser-view cleanup that preserves the underlying financial record.

Operator rule - When in doubt, stop the duplicate action and verify the existing reference/status first. Preserving a correct audit trail is more important than making the screen look clean.