



Policies and Procedures

Trade Scams

What is a Trade Scam?

- As per policy,
 - An act, in which a suspect tries to deceive another customer into thinking that they will trade an item both parties agreed on. Instead the suspect switches out the item for another item.
 - An act, in which a suspect makes an agreement to send item(s)/gil in exchange for other items, but never actually sends the item(s)/gil as promised.
 - An act, in which a suspect agreed to send item(s)/gil and requested the item(s)/gil be traded first. The customer did not send the promised item(s) or gil even after receiving the payment.
 - An act, in which a suspect player promises to return borrowed item(s) or gil, but does not have any intent on returning the borrowed item(s) or gil.
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Trade Scams Investigations

How do we judge if the offender is “intentionally scamming”?

- The suspect player has a history of committing in-game fraud.
 - GM was able to confirm through the logs that the player was trying to defraud other players.
 - Suspect player is ignoring all of the victim's approaches
 - **The suspect may have the victim in his blacklist, that should not have any effect on the final decision**
 - There was a log of the suspect admitting to defrauding the victim
 - The suspected player deleted the character after the fraud took place
 - The suspect confesses
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Trade Scam Investigation

What information should you gather when investigating a trade scam?

- The area the fraud occurred
 - Zone Number
 - The zone, date and time of the trade agreement
 - The zone, date and time the fraud took place
 - Name of the victim
 - Name of the suspect
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Trade Scam Investigation

What are the steps for handling Trade Scam calls?

- Greet the reporting player
 - Gather the relevant information from the player:
 - The zone number where the trade agreement was made
 - The zone number where the fraud took place
 - Date and time the trade agreement was made
 - Date and time the fraud took place
 - Name of the suspect player
 - End call with the player
 - Be sure to advise the player that you cannot guarantee that you will be able to recover the stolen item(s) or gil. If the stolen item(s) or gil can be recovered, the player will be notified so the item(s) or gil can be returned.
 - Logs
 - You will need to request logs from the Advanced or Senior GM
 - **Request logs using Barret**
 - **Talk Log**
 - These logs contain the chat between the players and is used to verify the trade agreement
 - **Item Log**
 - These logs contain trade information and will be used by the GM to verify the trade took place
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Trade Scam Documentation

How to properly document a Trade Scam

Documentation

- You have been provided with TypeltIn that contains the necessary templates for the Catbert entries.
- Catbert entries will be made for both the offending player and the victim

What Catbert templates are used for Trade Scams?

- Suspect Player
 - Was placed in POL Jail – Use the Scam(POLJAIL) template
 - Returns from POL Jail – Use the Scam(POL Jail Return, Warning) template
 - Returns from POL Jail but isn't cooperative – Use Scam(POL Jail Return, Non-Cooperative) template
 - Returns from POL Jail and is the 2nd offense – Use Scam(POL Jail Return, 2nd Scam) template
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Trade Scam Documentation

What Catbert templates are used for Trade Scams?

- Suspect Player
 - 1st offense – Use the Scam(Warning) template
 - 2nd offense – Use the Scam(Suspension, 2nd Scam) template
 - If the suspect is not cooperative – Use the Scam(Suspension, Non-Cooperative) template
- Victim
 - If the victim is offline – Use the Scam(Item Return – POL Message) template
 - If the victim is online – Use the Scam(Item Return) template
 - If the victim isn't getting their item(s) or gil returned – Use the Scam(No Item Return) template
- No evidence
 - If there is no evidence of a trade scam – Use the Scam(No Evidence) template

Remember to add Catberts for both the suspect player and the victim.

Trade Scam Investigation

What do we with the suspect in Mordion Gaol

- After transferring the player to Mordion Gaol:
 - Check the suspect's Catbert
 - Look for a history of previous fraud violations
 - Interrogate the suspect
 - Get the suspect's version of the events
 - Use the logs to verify the suspect's version of events
 - Get the following information using the GM command
 - Item List
 - To see whether the suspect has the item(s) or gil from the victim in his inventory
 - The command is //gm itemlist <player's name> all
 - Delivery status
 - This is to check if the victim's item(s) or gil has been transferred to another character
 - Request the "Req" logs to check the suspect's delivery box records
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Trade Scam Investigation

Once the fraud has been confirmed, what needs to be done?

- The item(s) or gil needs to be removed from the suspect player
 - Request the suspect player gives you the stolen item(s) or gil
 - If the suspect player does not cooperate and return the item(s) or gil
 - Request the assistance of an Advanced or Senior GM to remove the item(s) or gil from the player
 - If the suspect player returns the items when asked by the GM
 - The GM will return the item(s) or gil back to the player
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Trade Scam Punishment

What punishment should be given for trade scam violations?

- If the suspect player is cooperative
 - Take the item(s) or gil from the suspect player and issue a Warning
 - If this is the 2nd violation for defrauding another player
 - Take the item(s) or gil from the player and issue a 72 PB
 - If the player is not cooperative
 - Remove the item(s) or gil from the player and issue a 72 PB
 - If the suspect player is not online
 - Place the suspect player in POL Jail
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Trade Scam

Returning the item(s) or gil

Once the stolen item(s) or gil has been recovered, it must be returned to the victim

- Contact the victim in game
 - Inform the victim that you were successful in recovering their stolen item(s) or gil
 - Transfer the player to Mordion Gaol
 - Return the items to the victim
 - Send the player back to their home point
 - If the victim is not online
 - Send the player a POL Message advising the victim that their stolen item(s) or gil has been recovered and to contact a GM so the item(s) or gil can be returned.
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Trade Scam

Questions and Answers

My customer is demanding a reimbursement for their stolen item. What I do tell them?

- Explain that we cannot guarantee that we will be able to recover the stolen item(s) or gil and cannot offer any compensation if we are not successful in recovering the stolen goods. However, the GM should take the time and make the effort to recover and return the stolen item(s) or gil.

Are Lotting Disputes considered to be trade scams?

- No, lotting disputes are not considered to be trade scams and GMs do not get involved in such matters.

Are Casino Scams considered Trade Scams?

- Yes. We have the ability to see in the logs what the casino rolls were and can verify whether or not a scam took place.

My customer is telling me someone compromised his account and stole all of his items.

- Refer these customers to the PlayOnline Information Center as GMs do not assist with compromised account issues.
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Monster Holding Policy

What is our Monster Holding Policy?

- If a player is holding a monster for a long period of time:
 - The GM can tell the player they have 5 minutes in which to engage the monster in question or release the claim.
 - This includes gathering and buffing their Alliance, Linkshell or Party.
 - Make sure that the player petitioning has the force necessary take on the monster at that time
 - We are not going to force a player to release a claim on the monster if the petitioner themselves do not have sufficient enough forces to engage the monster.

What monsters are included in this policy?

- All notorious monsters
 - Monsters needed for quests or missions
 - Monsters who drop highly desired loot
 - Monsters that are considered "place holders" for notorious monsters
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Monster Holding Policy

What is the procedure for investigating Monster Holding?

- Use the Map Tool feature in the WatchTool to find out if the reported player is in a group
 - Greet the player
 - Inform the player that they may be in violation of the Online Conduct Policies for using Griefing Tactics.
 - Explain they cannot “hold” a NM or other highly prized monsters for an extended period of time
 - Inform the player that they have 5 minutes in which to engage the monster in combat, gather significant forces to fight the monster or leave the area.
 - Explain if they do not follow the instructions of the GM they will be removed from the area and disciplinary action will be taken
 - Stress to the player:
 - Do not call for help
 - Do not MPK
 - Do not have friends claim the monster after it's been released so they can hold it
 - Let the customer ask their questions and then start the 5 minute countdown
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Monster Holding

What is the procedure for investigating Monster Holding?

At the end of 5 minutes:

- If the customer has not engaged the monster or complied with the GM's request
 - Transfer the player to Mordion Gaol
 - Issue the player the following disciplinary actions:
 - 1st offense – Warning for using Grief Tactics
 - 2nd Monster Holding offense – 24 PB for using Griefing Tactics
 - 3rd Monster Holding offense – 72 PB for using Griefing Tactics
 - If the player complies with the GM's request
 - Place a note on their Catbert detailing the incident for future reference
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Monster Holding

Questions and Answers

What if the player is charming a highly desired monster?

- Explain to the player that this is considered to be a Griefing Tactic
 - Because this is a monster that drops highly desired items, they must release the claim and find a different monster to use as their pet.
 - If the player does not follow the GM's request, place them in Mordion Gaol and issue the appropriate disciplinary action.

What if the player calls for help after the 5 minutes?

- Explain to the player that they are engaging in actions that disrupt other players, NOT that they didn't obey a GM's request.
 - Transfer the player to Mordion Gaol and issue the appropriate disciplinary action.
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Monster Holding

Questions and Answers

If the player asks, "What Online Conduct policy does this violate? Where can I read them?"

- Refer the player to the FINAL FANTASY XI main menu and have the player click on the Rules and Policies then the Rules of Conduct. On page 2 is the list of prohibited behavior. The player can also be directed to www.PlayOnline.com and have them click on the Online Manners link in the left side menu.
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Online Conduct

Real Money Trading (RMT)

What is Real Money Trading (RMT)?

- Real Money Trading is the sale of in-game items, currency, characters or other data in order to obtain real money.
 - **RMT activities are strictly prohibited**
 - **Players caught engaged in such activities will be punished**

Why do we have this policy?

- Items or gil obtained illegally through Real Money Trading can affect the game's economic stability as well as disrupt the game play balance.

What is the penalty for Real Money Trading?

- 1st offense, automatic 72 hour suspension
- 2nd offense, automatic 72 hour suspension + review for account termination by the Account Administrator

Suspected Real Money Trading Investigation

What is the procedure for investigating suspected RMT players?

Before any action is taken the following conditions have to be met.

- A party of 3 or more players in a party, all in the same area.
 - All members of the party are from the same IP address.
 - IP addresses can be located using the //gm cinfo command.
 - All party members have been playing at least 16 hours of a given 24 hour period.
 - Playtime can be confirmed using the //gm cinfo command.
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Suspected Real Money Trading Investigation

One or more of the following conditions must also be met.

- All members have a high level job for farming; all other levels are at 1
 - For example, the main job is 75, the support job is 37 and everything else is 1
- Many members of the party all behave at once or in the same manner.
 - For example, mages all casting their heal spells at the instant.

The following cannot be used in passing judgment.

- Conversation in a language not supported by FINAL FANTASY XI
- Little or no conversation at all

Remember

- These conditions are absolutely not to be revealed to the players

Real Money Trading

Questions and Answers

If I believe a player is engaged in RMT activity, can I take action?

- The only time a GM can take action is when they are able to determine the player is engaged in RMT activity

They are speaking Chinese, is this sufficient enough evidence?

- No. Just because the player is speaking in a non-supported language does not mean they are engaged in RMT activities.

If the player asks what violation they broke, what do I tell him?

- You can explain to the player that they have been monopolizing an area of the game for an extremely long time and have been depriving other players of the chance to enjoy the game. You can also point out that monopolizing a zone is also in violation of the user agreement.
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Real Money Trade Admission Investigation

How do I investigate a player for admitting to Real Money Trading?

- The GM will begin their investigation by taking down all the necessary information from the reporting player.
 - After all the necessary information has been collected the GM will then need to verify the statements that were made.
 - At which time the GM will request a Talk Log check and verify the statements
 - GM will place the offending player in Jail and speak with them.
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Real Money Trade Admission Disciplinary Action

What is the procedure when the player has been placed in Jail?

- Ask the player why they made these statements
 - Ask whether or not the statements were true
 - If the player says they were joking or apologetic
 - Explain to the player:
 - **Such comments can damage the FFXI community by giving the false impression that players can use 3rd party programs or engage in RMT activity in game and that it is tolerated by Square Enix.**
 - What if the player isn't sorry and states that he will continue with the RMT activity?
 - If that is the case then the player will be issued an automatic 72 PB.
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Real Money Trade Admission Disciplinary Action

What are the appropriate disciplinary actions?

- If the player was joking or is apologetic:
 - Issue the player a Warning
 - If the player already has a 72 PB for using 3rd party programs or RMT activity:
 - Then the player will issued a 2nd 72 PB
 - If the player is not apologetic and states they will continue with the RMT activity:
 - Issue an automatic 72 PB
 - If the player already has a 72 PB for using 3rd party programs or RMT activity:
 - Then the player will issued a 2nd 72 PB
 - What would the violation be?
 - The violation is “making statements that can cause damage to FFXI and its community by potentially giving the false impression that such activities is tolerated by Square Enix and the community”.
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Item Recovery Policy and Procedure

Game Masters can attempt to recover a player's lost items. Depending on the nature of the loss a player can be charged a token or have the recovery be free.

Call Procedure

- GM receives and item loss call
- GM determines if the recovery is a "Freebie" or "Requires a Token"
 - Freebie
 - Item(s) lost due to server issues
 - Token
 - Loss of item(s) due to player error
 - Loss of item(s) due to misuse

Check the Catbert to see if the player has any tokens

- If the player doesn't have any tokens, escalate to a Senior GM.
 - Senior GM can make the decision to proceed with the restoration even if the player no longer has any available tokens.
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Item Recovery Policy and Procedure

GM decides this a call they can handle

- Recovery Case
 - GM can pull the logs for the day and time the item(s) went missing
 - Player is able to provide the exact day and time of loss and how the item went missing
 - If the time and location given by the player is vague
 - Whether or not the item is eligible for a reimbursement
 - Would the reimbursement be a Freebie or a cost a Token?
 - Non-Recovery Case
 - Items that can be regained by repeating a quest or a mission
 - Signed items
 - Items lost due a failed synthesis
 - Items that are limited to a certain number per day
 - Items from guilds is an example
 - Items with internal data
 - Dagger of Trials, Signal Pearls are examples
 - Items that can be converted to something else
 - Accidental item purchase on the Auction House or Bazaar
 - Event items that can be obtain during special events
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Item Recovery Policy and Procedure

- Incomplete Investigation
 - Inform the player that the investigation could not be completed and explain why:
 - Close the call
- If a Token is used
 - Check with the player to make sure they want to use their only token to recover their lost item(s)

What to tell the player after the information has been gathered

- Investigations can take more than a week to complete
- Results of the investigation will be displayed in the PlayOnline Viewer upon log in

Finish the call

- GM will finish the call
 - GM will prepare to document the item restore request
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Documenting an Item Restore Request

Documenting an Item Restore Request

- Open a ticket in the Catbert
 - Enter the number of Tokens used
 - Example: "Number of Tokens used: 1"
 - Use the appropriate TypeltIn Item Request template
 - For Freebie restores
 - Use the Restore Request – Freebie template
 - For Token restores
 - Use the Restore Request – Token Template
- Documenting a completed Item Restore Request Investigation
 - Open a Ticket in the Catbert
 - Use the appropriate TypeltIn Investigation Complete template
 - If the investigation is complete with a restoration
 - Use the Investigation Complete – Restore template
 - If the investigation is complete without a restoration
 - Use the Investigation Complete – No Restore template
 - If the player is offline
 - Use the Investigation Complete – Message template

Documenting an Item Restore Request

Documenting an Item Restore Request Return

- Open a ticket in the Catbert
 - Use the appropriate TypeltIn Item Restore template
 - If the item return is a Freebie
 - Use the Item Return – Freebie template
 - If the item return costs a Token
 - Use the Item Return - Token template
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Returning Restored Items

Returning Recovered Items

- GM will open the “Investigation List”
 - **Select an open item investigation from the list page**
 - GM will lock the open item recovery investigation using the “Lock” button
 - The investigating GM will review the logs and verifies if an item recovery is necessary
 - The GM will record the investigation results into the Open Item Recovery Investigation under the “Add Memo” mode
 - The GM will let the player know whether or not the item is Deliverable, Non-Deliverable or Not Returnable
 - **Deliverable**
 - **Tradeable item(s) sent via the Delivery Box**
 - **Non-Deliverable**
 - **Rare/ex item(s) that has to be created on the player. Rare/ex items cannot be sent via the delivery box or traded**
 - **Not Returnable**
 - **Item(s) loss cannot be confirmed, no recovery of lost item**
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Returning Restored Items

Deliverable

- The Support/Adv/Sr. GM delivers the recovered item to the player through the Delivery Box
- The Support/Adv/Sr. GM confirms the recovered items were delivered through the Req logs (Delivery Box log)
- Support/Adv/Sr. GM then sends a message to the player to confirm the delivery of the recovered item from the POLGMC

Non-Deliverable

- The Support/Adv./Sr. GM needs to send the player a message through the POLGMC
 - **Player needs to place a Help Desk Call so a GM can meet with the player in game and trade the recovered item manually to the player.**

Non-Returnable

- The Support/Adv./Sr. GM will need to send the player a message through the POLGMC that the item was not able to be recovered and returned.
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Returning Restored Items

Questions and Answers

What if I can't complete my investigation due to insufficient information from the player or they reported beyond the 10 days?

- Inform the player that the investigation cannot be completed and explain why and then close the call.

What if the recovery will cost the player a token?

- If the item recovery is going to cost the player a token give the player the option if they wish to use the token to recover the item or not. If the player does not wish to use a token then thank the player for their call and close it.

What do I tell the player after the information has been gathered?

- You can tell the player the following:
 - Investigations may take more than one week to complete
 - Results of the investigation will be displayed in the PlayOnline viewer upon log in
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Item Restore

Questions and Answers

What about compromised account issues where the items were traded away?

- Inform the player that while you regret and apologize for the loss they experienced you will not be able to recover the item(s) since they were not deleted and suggest they contact the PlayOnline Information Center for assistance in recovering or securing their account.

What is the difference between a Freebie and a Token Item Recovery?

- A Freebie is an item recovery that does not cost a token. This includes items that are lost due to some sort of game error (i.e. game bug; server disconnection, etc.). A Token Item Recovery is an item recovery that will cost a player a Token. This includes items that were lost due to player error or misuse or improper use of the item.

I've ended the call with the player and properly documented the information into an Open Item Recovery Ticket, now what do I do?

- You can now close the call and move on to the next customer
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Bug Report Policy and Procedure

GM Call Procedure:

2. Player submits a Help Desk Call reporting a bug
 3. GM responds to the call and gets the details of the bug
 - 3.1. If the bug is a known issue inform the player and close the call
 - 3.2. If the GM can offer a solution to the issue, close the call after offering the solution
 - 3.3. If the player states they do not need the investigation result close the call after it is done
 4. Handling the GM Call
 - 4.1. Inform the player that the reported issue will be investigated. Also inform the player of the following:
 - 4.1.1. We will reply back once we have the result of the investigation
 - 4.1.2. It will be either by POL message or POL Mail
 - 4.1.3. It may take several days before you receive a receive a reply
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Bug Report Policy and Procedure

5. Documentation

- 5.1. GM will write up a Special Report
- 5.2. Type: Investigation
- 5.3. Penalty Reason: [Investigation] Other
- 5.4. Enter Call ID# to the Special Report
- 5.5. Proceed to Investigation List
- 5.6. GM will also add information from Special Report to the Call Back List
- 5.7. Enter Special Report information to the FFXI Daily Report
 - 5.7.1. If returning from Step 5, please make a new Call Back List

6. Use Daily Reports from Dev/QA with the investigation results

- 6.1. GM will use the Call ID# from the Special Report to search the NOC Bug Report Data Base to get the POL ID of the reporter.
 - 6.2. GM uses the POL ID to search the Investigation List
 - 6.3. For bug reports not included in the Dev/QA Daily Report reply to the player that the investigation could not be completed
 - 6.3.1. If there was insufficient information, try to get more information and return to Step 4
 - 6.4. When there is no response at all or it is still delayed, please reply to the player with "Under investigation".
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Bug Report Policy and Procedure

7. If the investigation results arrive reply with the results via POL Message or POL Mail.

7.1. Reply on a case by case basis. For example:

7.1.1. How to avoid the issue

7.1.2. When the player has misinterpreted something as a bug give a solution according to the current situation

7.1.3. Cause is unknown and will require more investigation

7.2. Reply pitfalls – Some examples of what not to say to a player when replying back.

7.2.1. Replying with “This will be fixed” when there are no plans to fix this

7.2.2. Replying with details that give the ability to take unfair advantage of a bug.

7.2.3. Replying with details that would compromise the privacy of another player.

7.2.4. Information that would make the player believe that their individual circumstance is bad.

7.2.5. Telling players of an upcoming Version Update before it has been made public.

8. Documentation

8.1.1. Write the contents of the reply in the Info Shared Memo

8.1.2. Change the status on the Call Back List to "Reply Finished"

Special Reports

Special Reports are bugs or special cases that players report to the GMs that need to be brought to the attention of development and testing. The following section will show how we present the information.

Special Report Composition Guidelines

- **Outline**
 - This section serves as a brief summary of what issue is being discussed.
 - **Details**
 - This is where all the details gathered from the call are placed.
 - **Other**
 - This section is optional. It is included at the writer's discretion, and is the best place for router specs, system specs, and other data.
 - **Response**
 - This section is self-explanatory and omitting it is not good. This section should detail from start to finish the steps the GM took to resolve the problem.
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Special Reports

Special Report Composition Guidelines

- Data

- Things like CINFO lists and what have you should be pasted at the end of the report as necessary, with an appropriate header.
 - Example: "Character info; acquired on 01/08/07 at 12:23 PST"

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Types of Special Reports

The following issues require a special report so the QA and Dev Team can investigate the issue to fix them

- **Item Lost**
 - Player has lost the item(s), but does not know exactly when or where he/she lost the item(s)
 - **Gameplay Issue**
 - Any gameplay issue what is not related to a quest or a mission that require the development team's attention
 - **Quest Related Issue**
 - Any possible glitch that is related to a quest that requires the development team's attention
 - **Mission Related Issue**
 - Any possible glitch that is related to a mission that requires the attention of the development team
 - **Blackout/Game Freeze/Disconnect due to the Game**
 - Any possible glitch in game that is causing players to blackout, freeze or disconnect
 - **Character stuck in BC – Item stuck in Auction/Delivery Box**
 - Any possible glitch in the game that is causing players to get stuck in the BC or get their item(s) stuck in the Auction or Delivery Box
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Special Reports

Item/GIL Lost		
	Information to Include	Note
	When the item was last seen	date and time, make sure to specify time region
	Where the item was last seen	world and zone
	What the caller did between the last time caller saw the item and the time the caller realized the item to be gone	
	What areas caller travelled through between the last time caller saw the item and the time the caller realized the item gone	if the player remembers
	Area where the caller had last logged out and the time of log out	date and time, make sure to specify time region
	Area where the caller had logged in and the time of log in when the player realized his/her item(s) gone	
	Caller's Item list	Use the map tool from WatchTool

Special Reports

Gameplay Issue

Information to Include	Note
When the issue occurred	date and time, make sure to specify time region
Where issue occurred	world and zone
What is the Issue about?	
What the player did exactly to cause the issue	
Does it always happen?	
Character data	Be sure to include the file name after "char_gm"

Special Reports

Quest Related Issue

Information to Include

Note

Name of the Quest	Exact name as shown in the quest list
When the issue occurred	date and time, make sure to specify time region
Where issue occurred	world and zone
What is the Issue about?	
What the player did exactly to cause the issue	
Does it always happen?	
If applicable, name of NPCs involved	Try to include actindex of the NPC
If applicable, name of item/key items	make sure to include item #
Character data	Be sure to include the file name after "char_gm"

Special Reports

Mission Related Issue

Information to Include

Note

Name of the mission	Exact name as shown in the mission list
When the issue occurred	date and time, make sure to specify time region
Where issue occurred	world and zone
What is the Issue about?	
What the player did exactly to cause the issue	
Does it always happen?	
If applicable, name of NPCs involved	Try to include actindex of the NPC
If applicable, name of item/key items	make sure to include item #
Character data	Be sure to include the file name after "char_gm/"

Special Reports

Blackout/Game Freeze/Disconnect due to the Game

Information to Include

Note

When the issue occurred	date and time, make sure to specify time region
Where issue occurred	world and zone
What is the Issue about?	
What the player did exactly to cause the issue	
Does it always happen?	
If applicable, name of NPCs involved	Try to include actindex of the NPC
If applicable, name of item/key items	make sure to include item #
Platform where the issue is experienced	
If Windows, ask for PC spec	
Character data	Be sure to include the file name after "char_gm"

Special Reports

Character Stuck in BG/Item stuck in Auction/Delivery

Information to Include	Note
When the issue occurred	date and time, make sure to specify time region
Where issue occurred	world and zone
What the player did exactly to cause the issue	
Player's delivery/post/auction information	Using map tool
Character data	Be sure to include the file name after "char_gm"

Special Reports

Helpful Commands

<u>Helpful Commands</u>	
Brief Description	Commands
Saves player's data	//gm gmsave <player>
List of key items	//gm scitemlist <player>
List of items (inventory, mog house, storage, none, mog locker)	//gm itemlist <player> all
Player's platform, client info, expansion info, IP, etc	//gm cinfo
List of items in player's delivery box	//gm reqpost <player>
List of items in player's delivery service	//gm reqdeli <player>
List of items in player's auction	//gm aucwork <player>
Shows actindex of NPC	//gm char name <NPC name>
Shows all actindex of NPCs in the zone	//gm char name all

Special Report Example

Gameplay

- Summary: The number of enemies spawning in "Undead Swarm" stopped increasing.
- Details:
 - Around 2007/01/17 05:10, after maintenance, there was Besieged going on, and the troll mercenary army was at level 5, the undead army was at level 1, and the mamool-ja savage army was at level 0.
 - After 2007/01/17, the battle against the troll mercenary army ended in a victory, and then it was the undead army level 5 and the mamool-ja savage army at level 2 left (around 121). 30 minutes later, the undead army's spawning was at 155, and the increase in army strength stopped.
 - Afterwards, the defense against the mamool-ja savage army started, and ended in victory, but the undead army strength remained the same at 155, and at 9:30, it was still at that level. For 3 hours, the army strength remained the same.
- Response:
 - Told caller that it will be investigated, and specific gameplay strategies will not be revealed, but we will reply. GM confirmed that the troop strength was at 155.

Special Report Example

Gameplay

- Summary:

- Unable to use the world pass

- Details:

- The caller never processed a World Pass before. For this first time, the caller processed a Gold World Pass, and received the code "244560134." The caller notified a friend with the code to create a new character with, but the code showed up invalid. Both players made sure they had all the numbers correct, but it still did not work. Ever since then, when the player tries to process a World Pass, it shows up "remaining availability 0 times."
- Now, the friend has never created a character before, nor tried to remake a character.

- Response:

- Reported to the necessary department and notified the caller that we will contact them in the near future.
 - Now, we confirmed with "cinfo," but there was no record concerning the Gold World Pass.
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Thank you for attending the Policies and
Procedures Workshops

