



from the Georgia Lottery Corporation - COAM Division

www.gacoam.com

Issue 10

April - June 2018

2018 - 2019
(07/01/2018 thru 06/30/2019)
COAM
Licensing Application Period
is

NOW
OPEN

The COAM Division is pleased to announce the opening of the online licensing application for our 2018 - 2019 period beginning May 1, 2018. The 2018 - 2019 licensing period begins July 1, 2018 and concludes June 30, 2019. Applicants may access the COAM online application process by visiting www.gacoam.com. If you encounter problems with the licensing website or have any questions, please contact the Georgia Lottery Corporation (GLC)/Coin Operated Amusement Machine (COAM) Helpline at **1(800)746-8546** and **select Option 6 and then 2.**



Reporting fraud is a key component in identifying patterns of concern. Information from the public contributes to potential



May 31, 2018

Last day to apply for a new Location license (Class A and Class B), a new Master Class A license, and a new Manufacturer or Distributor license for the 2018 licensing period (07/01/2017 -06/30/2018).

June 26, 2018 10:00 am

New Date and Time

COAM Advisory Board Meeting at the GLC Headquarters which is located at [250 Williams Street, Suite 3000, Atlanta, GA 30303](http://250-Williams-Street-Suite-3000-Atlanta-GA-30303).

July 1, 2018

\$1,000 late fee will be assessed to Location Class A and Location Class B licenses, Master Class A and Class B licenses and Manufacturer and Distributor licenses that have not RENEWED for the 2019 licensing period (07/01/2018 - 06/30/2019). Existing COAM licensees will not be allowed to apply for a new license to avoid payment of the late fee.

July 18, 2018 1 - 3 pm

GAMOA and GACS will be sponsoring an Informational Seminar for COAM LLHs from 1 - 3 pm EST at Starcastle located at [550 Mall Blvd., Savannah, GA](http://550-Mall-Bldg-Savannah-GA). Register for free at www.gamoa.org by Sunday, July 15, 2018.

September 28, 2018

New Date

Last date to submit a RENEWAL Location Class A and Class B License, Master Class A and Class B License, and Manufacturer and Distributor License. **If a holder of a 2018 COAM license fails to renew its license or its license**

investigations and possible legal action taken on behalf of the GLC. If you suspect fraud, abuse or cash payouts, you may contact our Confidential Tip Line at **(855)515-0004**. Callers have the option of remaining anonymous.

application is not approved on or before this date, the person or entity will no longer be allowed to operate COAMs.



If you are one of the 9,000 licensees that apply each year for a COAM license, this article is a "must read". The staff of the GLC/COAM Division works very hard to process all applications for licenses in a timely manner. Here is the practical side of the license application process, with revealing insights into simple things you can do to avoid delay.

- **Payment of Taxes or other State Financial Obligations** - Before applying for a COAM license verify you have no outstanding tax liabilities. Contact the Department of Revenue (DOR) for the State of Georgia at **(404)417-4445** to obtain a status on any outstanding tax liabilities.
- **Apply for the Correct License Type** - Licensees need to make sure they are applying for the correct type of license (Master, Location, Manufacturer or Distributor) and the correct class of license (Class A and/or Class B). Location licensees who are in possession of both Class A and Class B machines in the same business location, or anticipate having both Class A and Class B machines in the same business location anytime during the licensing year, must apply for a Class B license.
- **Requests for Information** - Respond to information requests from the Retailer Contracts Administration (RCA) Department promptly. **Failure to respond to any information request may result in the denial of your COAM application.**
- **Registration Information** - Licensees should ensure they have all registration information available prior to logging into the licensing application including your www.gacoam.com username and password, State Tax Identification (STI) number, method of payment information and any identification or citizenship information that may be required to complete your application.
- **Updating Officers/Owners/Shareholders** - Applicants must ensure ALL officer/owner/shareholder information has been updated with the DOR prior to submitting a COAM application. A "Personal Information" page must be completed for EACH officer/owner/shareholder when submitting a COAM application.
- **Providing True and Correct Information on Applications** - Applicants are required to provide the GLC with true and correct information on their COAM application. Failure to do so may result in the denial of your COAM application. Specific examples of failure to provide true and correct information are:
 - Licensees input their business location address as their home address.
 - Licensees input the email address for their bookkeeper or accountant rather than that of the owner of record.

If you encounter problems with the COAM licensing website (www.gacoam.com) or have any questions, please contact the **GLC COAM Helpline at 1(800) 746-8546 and select Option 6 and then 2.**



Do you know the COAM laws? Make sure you know firsthand by attending an Information Seminar for COAM Location License Holders. The Georgia Amusement and Music Operators Association (GAMOA) and the Georgia Association of Convenience Stores (GACS) are sponsoring an Informational Seminar

on July 18, 2018 from 1 - 3 pm at Starcastle located at [550 Mall Boulevard, Savannah, GA](#). The seminar will include such topics as:

- COAM Monthly Reporting
- Class B 50% Rule
- Prizes for Redemption
- Connectivity of Class B COAMs
- Customer Service for Class B COAMs
- Enforcement of COAM Laws, Rules and Regulations

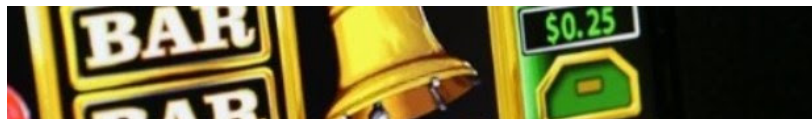
Members of the Georgia Lottery COAM Team will be on hand to answer your questions about COAMs. You can register for free at www.gamoa.org by Sunday, July 15, 2018.



Signage Promoting COAMs

Can you advertise COAMs for play? The answer is "Yes", but with guidelines. Signs provide continuous advertising for COAMs, and will work for your business 24 hours a day, 7 days a week. All COAM signage must comply with the following conditions:

- Master License Holders (MLHs) must have the permission of the business owner if signage will be affixed to store property.
- Signs will not obscure or otherwise alter the effectiveness of any adjacent traffic control device.
- Words or terms such as "Vegas Style", "casino", or "slot machines" are not appropriate and should not be used in connection with Class B COAMs. The words "Las Vegas", "slots" or "casino" connote gambling and suggest use of unlawful gambling devices. COAMs are intended for amusement purposes and redemption for non-cash business merchandise or lottery tickets at the location where the game is played.
- Any use of such inappropriate terminology to describe COAMs along with any suggestion that such is approved by the GLC or State of Georgia shall be deemed inappropriate.
- Shall not use the Georgia Lottery name or any other protected names or marks without permission.
- Additionally, any terminology or images used in any advertisement of COAMs within a location should be consistent with applicable law and rules (for example no images of cards or cash).



Master License Holders

Requesting Security Seals for Logic Boxes

Security Seals are an important part of the security process and help to ensure the protection of the vital components of a COAM. MLHs are required to affix security seals to logic boxes for integrity purposes. Security seals must be maintained by the MLH in a secured area. The security seals for the logic boxes are blue in color and contain a serialized number which is assigned to each MLH. Security seals should be affixed to the logic box across the nearest opening to the lock. At least one (1) inch of the security seal must extend on each side of the gap/opening of the logic box. Each MLH must maintain a **Security Seal Installation and Removal Form** for each machine. The Security Seal and Installation and Removal Form must remain within the cabinet for each designated logic box and must be available at all times for inspection by the Georgia Lottery Corporation. It is recommended MLHs reorder security seals from the GLC when their security seal inventory reaches 5% of their total machine count. MLHs may contact the COAM Security Manager at **(404)215-5084** to reorder security seals.

Remind LLHs to Renew COAM License

Since the 2019 licensing period is now open, MLHs should take every opportunity to ensure their LLHs have renewed their COAM license. In order to ensure LLHs have renewed their license, it is recommended that MLHs make contact with their respective LLHs and either observe the 2019 license at the business location or request the LLH send a picture, via cellular phone, of their 2019 license. The GLC will periodically publish the list of approved COAM licenses on the COAM website at www.gacoam.com but MLHs should be proactive and contact their LLHs and remind them to renew by June 30, 2018, to avoid a late fee and by September 28, 2018 with a late fee. If a holder of a 2018 COAM license fails to renew its license or its license application is not approved on or before September 28, 2018, the person or entity will no longer be allowed to operate COAMs.



Location License Holders

Business Contact and Address Information

We are in a new era of communication. Whether it is running into the local supermarket or shopping online, we interact with businesses on a daily basis. There are several examples of lost opportunities by the consumer because our key relationships do not have a good way to get in contact with us. When was the last time you updated your contact information, email address, and home address information with the Georgia Lottery Corporation? Being able to communicate with Location License Holders (LLHs) is not only important to us, but it is also vital to the MLH. There are several different occasions in which the GLC reaches out to LLHs. There could be a billing issue; it is important that we are able to resolve those with you in the shortest time frame possible. It is highly recommended by the GLC to provide the contact information and email address for the owner(s) of record rather than that of the LLHs accountant or bookkeeper. No matter what the event, doesn't it feel good to know the GLC is looking out for you? Make sure and provide the contact information, email address, home address when you are applying for your 2019 COAM license or go to www.gacoam.com at anytime and update your information. If you need assistance with accessing your account, you may contact the **Georgia Lottery Corporation (GLC)/Coin Operated Amusement Machine (COAM) Helpline at 1(800)746-8546 and select Option 6 and then 2.** Updating your information will ensure the timely and complete evaluation of your application. Failure to provide updated information may result in the denial of your application. **You may contact Retailer Contract Administration (RCA) at 1(800)746-8546 and select Option 4.**

Monthly Reporting

One of the biggest challenges facing LLHs is their failure to complete their mandated monthly reporting of Gross Retail Receipts. All Class B LLHs are required to report monthly Gross Retail Receipts for business locations (separately and by location). Each monthly report should be submitted in electronic format via the www.gacoam.com website as required by the GLC by the 20th of each month following. For example, the report for the month of September 2018 will be due by October 20, 2018, and subsequent reports due on the 20th of each month thereafter for the previous month. The monthly reporting will open up online on the 1st of the month and will remain open through the 20th of the month. "Gross Retail Receipts" means the total revenue derived by a business at any one business location from the sale of goods and services but shall not include revenue from the sale of goods or services for which the business will receive only a commission. Revenue from the sale of goods and services at wholesale shall not be included.



Enforcement and Compliance

50% Gross Calculation Worksheet

If your business has not familiarized itself with O.C.G.A Section 50-27-84 (b)(1) yet, you may already be behind. This code section imposes stringent requirements regarding the operation of Class B COAMs and Class B LLHs gross business receipts. The GLC now provides a **50% Gross Calculation Worksheet** to help LLHs determine whether they are in compliance with the "50% Rule". The 50% Gross Calculation Worksheet for Licensees may be accessed thru the COAM website at www.gacoam.com. LLHs will click on "Documents" in the menu bar and scroll down to the "COAM Forms" section and click on the document titled "50% Gross Calculation Worksheet for Licensees". LLHs input all the pertinent information in the blue highlighted sections of the worksheet and the yellow highlighted area indicates whether the LLH is "Compliant" or "Non-Compliant". GLC compares a Location Licensee's share of COAM revenue to its gross business receipts. A LLH may include its lottery sales commission in its gross retail receipts amount and any other commission amount for a product or service where the location only receives a commission from the sale. If a LLH uses lottery instant tickets as redemption for COAM awards, it shall not include the face value of the instant tickets in its gross retail receipts. GLC encourages LLHs to maintain accurate records showing the forms of redemption used for COAM prizes. Failure to report and failure to report accurately may lead to disciplinary action and penalties.

Pre-Licensing Inspections of New Location

Prize redemption is an important part of having Class B COAMs in a business location. The GLC has implemented a compliance check for locations applying for a new Class B license. Prior to the issuance of a Class B license, a COAM Inspector may inspect the location to verify it is operational and there is sufficient product on-site for prize redemption. Every inspection is conducted by a professional COAM Inspector that understands COAM laws, rules, and regulations and the need for qualified prizes for redemption. If there is not sufficient product on-site, the application will be denied.



COAM Legal Corner

UPDATE - Payment of COAM Fines

Due to recent procedural changes in the GLC/COAM Division, fine payments will no longer be accepted in person or by mail. The only method for payment of COAM fines is by the below listed method:

- **Deposit to Designated SunTrust Account** - Payments may be made at any SunTrust branch to an account specifically designated for COAM fines. The specific account number information for the deposit of the COAM fine will be designated in the Executive Order paperwork provided by the COAM Division. Payments must be in the form of cashiers check or money order made payable to the "Georgia Lottery Corporation - COAM Division" or cash. **Proof of deposit (deposit slip) must be either faxed to the COAM designated fax line at (404) 215-8872 or scanned and emailed to vrobinson@galottery.org.** The license number and citation number must be indicated on the proof of deposit (deposit slip) in order to receive credit towards the fine payment.

If you have any questions about how to pay your fine, please contact **Victoria Robinson** at **(404) 215-5000**.



Central Accounting System

Machine Operation Prior to Connectivity

MLHs are strongly encouraged to verify the functionality of COAMs and all peripheral equipment owned by the MLH **prior** to scheduling a connection appointment with Intralot Technicians. Before scheduling connection, it is in the best interest of the MLH to check, at the very least, the following items to ensure they are operating properly:

- Game monitor
- Bill acceptor
- Cables
- Mutha Goose System
- Internal Card Systems (if applicable)

Intralot requests at least 24 business hours notice for cancellations or rescheduling of connection appointments between MLHs and Intralot Technicians that are the result of inoperable or malfunctioning equipment. Any appointments missed, cancelled, or changed without a 24 business hour notice may result in a charge of \$85 invoiced by Intralot. Failure to pay the invoice amounts within 30 days of invoice date may result in disciplinary action to the MLH.



Did you know you can check the status of your COAM license 24 hours a day/7 days a week?

Licensees can check the status of their COAM license by logging into the website at www.gacoam.com and clicking on "Licenses" in the menu board and then selecting the available business from the drop down list and clicking on the "License Status" button. If you have any questions about the status of your license status you may contact the GLC COAM Helpline at **1(800)746-8546** and **select Option 6 and then 2**.

Staying Connected

COAM Division
P.O. Box 56927
Atlanta, GA 30343

GLC COAM Helpline
1(800) 746-8546
Option 6 and 2

GLC COAM Website
www.gacoam.com

GLC Retailer Contracts Administration
1(800) 746-8546
Option 4 and 1 - COAM License Applications

GLC COAM email
COAMReporting@galottery.org

INTRALOT USA

Mailing Address
[11360 Technology Circle](#)
Duluth, GA 30097

Intralot email - Operational Issues
Georgia.hotline@intralot.us

Intralot Helpline
1(877) 261-6242

Intralot email - Audit issues
GACOAMAudit@intralot.us

Intralot portal website
[www.https://www.gacoamrpt.com](https://www.gacoamrpt.com)

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