



---

from the Georgia Lottery Corporation - COAM Division

Issue 9

Jan - Mar 2018

---



## *Class B Master License Auction*

### *May 3, 2018*

The Georgia Lottery Corporation will host an auction for one (1) Class B Master License on Thursday, May 3, 2018 at 10:30 am EST at the Georgia Lottery Corporation Headquarters located at [250 Williams Street, Atlanta, GA 30303](#) in the auditorium located on the street level of the building. **Pre-qualification is required to participate in the auction.** For details see the "Class B Master License Auction Announcement" in the Documents/COAM Forms section at [www.gacoam.com](http://www.gacoam.com). If you have any questions, contact the Georgia Lottery Corporation Retailer Services COAM Helpline at 1(800) 746-8546.



---

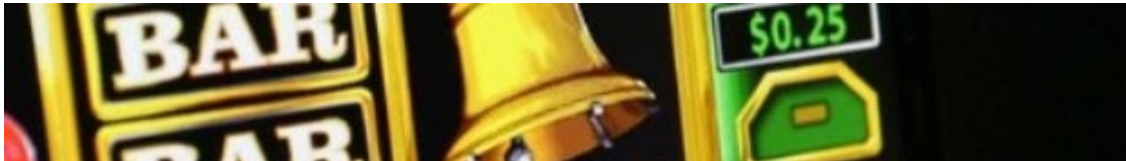
March 28, 2018 10:00 am

### **New Date and Time**

COAM Advisory Board Meeting at the Georgia Lottery Corp. Headquarters which is located at [250 Williams Street, Suite 3000, Atlanta, GA 30303](#).

### **May 1, 2018**

The COAM licensing application ([www.gacoam.com](http://www.gacoam.com)) opens for the **2019 licensing period (07/01/2018 - 06/30/2019)** for all license types except NEW Master Class B licenses.



## **Master License Holders**

### **Presence of License at Business Prior to Installation**

When you are embroiled in the excitement of having your COAMs connected at one of the LLHs, it is easy to ignore the need to make sure the LLH has their COAM license displayed at the business location. Failing to ensure the LLH has received their COAM license and posted in the business is one of the most common mistakes MLHs make. MLHs should also ensure they do not place more COAMs on site than what is displayed on the license. It is very important for MLHs to ensure a LLH has a current COAM license on site and prominently displayed in the business during the placement and operation of machines no earlier than two (2) days prior to scheduled connectivity. MLHs may confirm the presence of a LLH license at the business by having the LLH send the MLH, via text message or email, an image of the COAM license in order to ensure the license is on site before scheduling connectivity of the COAMs with Intralot. The MLH must ensure the image of the license clearly displays the address of the business scheduled for connectivity. Failure to confirm the presence and display of a license at the business location may cause a delay in the connectivity of the machines. Also, the failure to display the original Location License and a copy of the assigned Master License may result in a fine up to \$50,000, suspension and/or revocation of the license, and criminal penalties may also apply.



## **Location License Holders**

### **Disclosure of Information to LLHs**

It is important for the GLC to protect private and confidential information belonging to LLHs. Protected information may only be given over the phone if the person receiving the information has a right to receive

it and the identity of the person receiving the information has been verified. Therefore, persons contacting the GLC and inquiring about an application may be asked a series of security questions to confirm their identity. Information about a COAM application cannot be relayed to persons not listed as an owner or a business contact on the application. Applicants should ensure all owners and contacts are listed on the COAM application. MLHs frequently contact the GLC to inquire about the status of a LLH application, but due to the confidential information gathered during the application review process (i.e. credit and criminal history information), the GLC may not discuss this confidential information with anyone else other than those listed as owners or business contacts. Applicants are strongly encouraged to visit the COAM website at [www.gacoam.com](http://www.gacoam.com) to obtain updates on the status of their COAM application.

---



## Enforcement and Compliance

### Acceptance of Fiduciary Security Deposits (FSDs) by GLC Personnel

As part of the application process, the GLC reviews the credit history of all applicants through the use of standard business and personal credit reports. If it has been determined the applicant does not meet the minimum credit requirements, the applicant is requested to provide a security deposit on behalf of the GLC. In order to ensure compliance with COAM laws, rules, and regulations, the Retailer Contracts and Administration (RCA) Department cannot accept FSDs directly from a MLH or any person or company representing a MLH on behalf of a LLH. Separation of the funds of a LLH from those of a MLH not only serves to protect the license holder but also avoids even the appearance of impropriety, and therefore the acceptance of funds from a MLH on behalf of a LLH should be avoided. As a reminder and pursuant to OCGA 50-27-87.1 (4), a master licensee shall not provide anything of value, to a location owner or location operator, as any incentive, inducement, or any other consideration to locate bona fide coin operated amusement machines in that establishment. Failure to comply with this requirement may result in fines up to \$50,000 and revocation of the license.

### Theft of COAM Funds

With COAM revenue at record highs, the GLC thought it would be beneficial to remind LLHs of some strategies for reducing or minimizing theft from COAMs. LLHs may find themselves experiencing theft from COAMs and losing a significant portion of revenue made in a day or a week. What are some strategies in dealing with COAM theft?

- **Reduce Trouble by Building Relationships** - LLHs and their employees should be attentive to activity within their location and around the COAMs. Greet people and be mindful of activity around COAMs in an effort to identify any potential security risks. People are less likely to do bad things to people they feel a connection or have a rapport with.
- **Placing COAMs in Visible Area of the Business** - If a machine often experiences damage or theft, the best course of action may be to move the machine(s) to a different location within the business. Place COAMs in an area of the business that can be easily observed by employees helps prevent a lot of damage and destruction as well as theft.
- **Remove Cash Daily** - Another suggestion would be to remove cash from COAMs daily and deposit the funds on a daily basis in their COAM designated bank account and maintain accurate accounting records.
- **Security Camera Installation** - One of the best methods of vandalism and theft prevention may be the installation of a simple security camera in the area. If a particular section of your business is more susceptible to theft, consider better placement of the COAMs. A COAM may be more

profitable in a different part of a business location. As a reminder, any movement of COAMs must be coordinated ahead of time between the MLH and Intralot.

---



## **COAM Legal Corner**

### **Payment of Arbitration Fees and Expenses**

No Master licensee or Location licensee shall replace or remove a COAM from a licensed COAM location until the Master licensee or Location licensee certify to GLC that there are no disputes regarding any agreement, distribution of funds, or other claim between the Master licensee and Location licensee. If either party is unable to certify to GLC that there is no dispute, GLC shall refer the dispute to a hearing officer approved and appointed by GLC to hear such disputes. GLC may designate a qualified organization or firm to assign one or more hearing officers to hear the disputes and perform administrative tasks associated with hearing the disputes. Costs of the hearing officer's review shall be shared equally between the parties in the dispute, provided however, that GLC shall not be responsible for any of the costs associated with the dispute resolution. If one of the parties to the dispute refuses to cover any of the administrative costs of the arbitration, the other party may cover such costs and seek to recover such costs and the covering of such costs shall not be deemed unlawful financial inducement.

After a licensee receives a notification from GLC that a dispute exists, the licensee certifying that there is a dispute must complete and submit a demand for arbitration and pay the required fees, including any retailer fee that is required, to commence arbitration as instructed by the organization(s) or firm(s) designated by GLC within fourteen (14) calendar days. After a licensee is served with a demand for arbitration by the licensee certifying that there is a dispute, the non-moving or non-disputing licensee must pay the required fees to commence arbitration as instructed by the organization or firm designated by GLC within fourteen (14) calendar days. If the licensee certifying that there is a dispute fails to pay its required fees as instructed within fourteen (14) calendar days of GLC's notification, such failure to proceed shall be considered a confirmation that a dispute no longer exists between the licensees. Accordingly, the GLC may proceed with its consideration of any request to replace COAMs at the subject location based on such failure to proceed or to pursue the dispute. If the non-moving or non-disputing licensee fails to pay the required fees to participate in the arbitration proceeding within fourteen (14) calendar days of being served with a notice of Intent to Initiate an Arbitration, the licensee certifying that there is a dispute may cover such costs within five (5) calendar days. After the appointment of a hearing officer, if any party fails to timely pay the costs of the hearing officer's review within ten (10) days of service of notice of costs by the hearing officer, the hearing officer shall grant a default judgment on liability against the non-paying party. The hearing officer shall then consider evidence related to damages or any relief and shall render judgment based upon a preponderance of the evidence.



## **Central Accounting System**

### **Board Replacement or Machine Hard Reset Procedure**

The GLC continues to encounter MLHs that are failing to notify Intralot **prior** to performing board replacements or hard resets of COAMs. MLHs may find it necessary to perform a hard reset for a machine at a location if either a machine malfunction is encountered, or a game board needs to be swapped out regardless if it is the same game or not. The following steps must be followed by the MLH in order to successfully replace game boards or perform a machine hard reset:

- Call Intralot Hotline at [\(877\)261-6242](tel:8772616242) PRIOR to performing a hard reset (RAM clear) on a machine
- Intralot personnel will notify the MLH when the machine is ready for the hard reset
- MLH performs the hard reset
- MLH will contact Intralot and notify them the hard reset has been completed
- MLH will perform a coin test on the machine to verify meters are captured correctly

Failure to comply with this process may result in inaccurate revenue reporting to the site controller and may result in fines up to \$50,000, suspension and/or revocation of the license.



## Manufacturers and Distributors

### Manufacturer Access to Software Sets and COAM Performance Reports

The Georgia COAM Report Portal (<https://www.gacoamrpt.com>) now provides Manufacturers the ability to access their respective available software set and COAM performance reports. The **Software Set Report** provides each Manufacturer with access to their software sets that have been approved by the certification labs and the Georgia Lottery. The **COAM Performance Report** shows each Manufacturer the performance of their COAMs. Note, the **COAM Performance Report** report is not real-time. The report is populated when the daily procedures are completed by Intralot Operations. A copy of the COAM Portal - Manufacturers User Manual Version 1.0 is attached to this email and Manufacturers may also obtain a copy by clicking on the link below or go to [www.gacoam.com](http://www.gacoam.com) to the Documents menu and clicking on "Manufacturer Portal User Guide" in the COAM Communications section. Note that Manufacturers may log into <https://www.gacoamrpt.com> by using their username and password they utilize for the licensing renewal website at [www.gacoam.com](http://www.gacoam.com). If you have any questions about logging into <https://www.gacoamrpt.com> or the use of the COAM Reporting Portal website and the information contained in the reports, you may contact Intralot at [1\(877\)261-6242](tel:18772616242).



- The COAM Division has updated its COAM Electronic Funds Transfer (EFT) Authorization Form

for both Location and Master License Holders. Updates include detailed instructions on how to correctly complete the EFT Form. Failure to provide correct and complete information on the EFT could result in delayed processing of your license. The new EFT Authorization Form is available through the online licensing application at [www.gacoam.com](http://www.gacoam.com) and clicking on the Documents/COAM Forms section.

---

## *Staying Connected*

### **GEORGIA LOTTERY CORPORATION**

#### Mailing Address

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

#### GLC COAM Helpline

[1\(800\) 746-8546](tel:18007468546)

Option 6 and 2 - COAM Reporting  
Option 6 and 3 - COAM Licensing/Renewals

#### GLC COAM Website

[www.gacoam.com](http://www.gacoam.com)

#### GLC Retailer Contracts Administration

[1\(800\) 746-8546](tel:18007468546)

Option 4 and 1 - COAM License Applications

#### GLC COAM email

[COAMReporting@galottery.org](mailto:COAMReporting@galottery.org)

### **INTRALOT USA**

#### Mailing Address

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

#### Intralot email - Operational Issues

[Georgia.hotline@intralot.us](mailto:Georgia.hotline@intralot.us)

#### Intralot Helpline

[1\(877\) 261-6242](tel:18772616242)

#### Intralot email - Audit issues

[GACOMAudit@intralot.us](mailto:GACOMAudit@intralot.us)

#### Intralot portal website

[www.https://www.gacoamrpt.com](https://www.gacoamrpt.com)

### **COAM ADVISORY BOARD MEMBERS**

Gretchen Corbin, President and CEO, Georgia Lottery Corporation

Gus Makris (Chair)

CB Yadav (Secretary)

Jim Siskin

Natalie Jones

Chris Pope (Vice Chair)

Emily Dunn

Stewart Carswell

Hemal Patel

---

### **RESPONSIBLE GAMING**

1-888-ADMIT IT or [1\(888\) 236-4848](tel:18882364848)

### **ANONYMOUS TIPLINE TO REPORT FRAUD, ABUSE OR CASH PAYOUTS**

[1\(855\) 515-0004](tel:18555150004)

