



from the Georgia Lottery Corporation - COAM Division

www.gacoam.com

Issue 11

July - September 2018

Launch of our New COAM Website is COMING SOON!

www.gacoam.com

After months of hard work, we are excited to announce the upcoming launch of the newly COAM designed website! Our goal with this newly designed website is to create a user-friendly browsing experience for our trusted and valued customers and business partners. We hope you enjoy our new uncluttered design that is easy to navigate and more user-friendly.

The updated site includes changes to navigation, with a better user experience for both mobile and desktop versions. We've also improved the structure, so you'll more easily find what you are looking for. There's a whole host of smaller but important changes, all to make your experience of the COAM website that much better for you.

We are sure that within the new website you will find all the information that you need. If you would like to send us feedback about your experience with the website, please email us at COAMReporting@galottery.org with the subject line of "Website".



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

October 3, 2018 1 - 3 pm

GAMOA and GACS will be sponsoring an Informational Seminar for COAM LLHs from 1 - 3 pm EST at the VFW Post No. 658 located at 4864 Harrison Rd., Macon, GA. Register for free at www.gamoa.org by Monday, October 1, 2018.

October 4, 2018 - COAM Advisory Board Meeting has been CANCELED

ATTENTION READERS!
Beginning in 2019, the COAM Connection newsletter will be available two times a year



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 October 3, 2018 from 1 - 3 pm at VFW Post No. 658 located at 4864 Harrison Rd., Macon, 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 Monday, October 1, 2018.



Master License Holders

New Play Responsibly Decals for COAMs

Master License Holders (MLHs) must prominently display the "Play Responsibly" decals on each Class B machine. There is a new phone number for the Georgia Crisis and Access Hotline displayed on the "Play Responsibly" decals which is 1-866-922-7369 and the decals are light blue in color (see image below). The new "Play Responsibly" decals were included in the renewal packets sent to approved Class B MLHs that renewed for 2019 licensing year. If you did not receive your new "Play Responsibly" decals, you may contact our COAM Retailer Services Helpline at 1-800-746-8546 Option 6 and 2 or send an email to COAMReporting@galottery.org with the subject line of "Play Responsibly decals". A PDF version of the "Play Responsibly" decal is also available on the COAM website at www.gacoam.com.

**PLAY
RESPONSIBLY**

If someone you know has a gambling
problem, help is available by calling a
toll-free referral service at:
1-866-922-7369



Location License Holders

Accessing Weekly Invoice Reports

LLHs may obtain their weekly invoice reports for their business location(s) by accessing the Intralot portal site at www.gacoamrprt.com. Once LLHs access the Intralot portal, they will click on "Reports" in the menu on the left side of the screen and then click on "Location Period Accounting" under the Accounting Reports menu. LLHs may access the Location Period Accounting report on the Intralot website portal and obtain the amount (GLC Total Receivable Amount) which shall be deposited to its dedicated COAM EFT account for the designated accounting week. Generally, the Location Period Accounting report is updated for the prior week every Monday morning unless there is an observed holiday. LLHs may also obtain their weekly invoice amount by contacting the COAM Retailer Services Helpline at 1-800-746-8546 Option 6 and 2. Steps for accessing the Location Period Accounting report are:

- **STEP 1:** To access the Accounting Reports, click on the Reports application hyperlink on the Portal main screen (left side)
- **STEP 2:** Click on Location Period Accounting in the Account Report list (see the **Access the Accounting Reports and Monitoring Reports** Step 2 above)
- **STEP 3:** If a user is allowed access to view report for more than one license, the user can change the current license in the portal by selecting the Select License button
- **STEP 4:** After clicking the Select License button, the user is presented with a grid which displays the licenses available to the user. The user can change to a different license by clicking on the green Select link on the applicable row. The user can also search the available licenses in the grid by entering a license number in the Search box
- **STEP 5:** After selecting a license from the grid, the license number displayed in the Select License button changes to the selected license number
- **STEP 6:** Select the Date from (mm/dd/yyyy) and Date to (mm/dd/yyyy) by clicking on the calendar icons and choosing the weekly accounting dates (the full accounting week runs from Sunday to the following Saturday) and clicking on the Submit button
- **STEP 7:** The Location Period Accounting Report will appear and may be exported to a particular File Format (i.e. PDF, Excel, etc.)



Enforcement and Compliance

Theft of COAM Funds

The vandalism of machines or the theft of money from machines is an unfortunate situation, but it can happen. If your machines are vandalized or broken into and there is a theft of money, the business owner will be responsible for any lost money. In order to minimize the financial loss as a result of vandalism or theft, the GLC would like to remind Location License Holders of some strategies for reducing or minimizing theft from COAMs.

- **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 damage, destruction, and 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. Location License Holders must contact their Master License Holder for the repair or replacement of COAMs as a result of vandalism or damage due to theft.



COAM Legal Corner

Options for Licensees After Receiving a COAM Citation

If the GLC has served you with a citation alleging that you have violated a Georgia law or a GLC rule regarding your COAM license, you may challenge the charges before the GLC's Administrative Hearing Officer at the date, time and location shown on your citation. Hearings are conducted under RU 13.2 of the COAM Rules and Regulations. If you appear at the hearing, you will be asked to enter a plea to the charge(s) against you. The three possible pleas to a citation are:

- **Guilty** - By entering a plea of GUILTY, you admit that you committed the act charged, that the act is prohibited by law or regulation, and that you have no defense for your act. The Hearing Officer may enter an order and impose an appropriate penalty.
- **No Contest** - A plea of NO CONTEST simply means that you do not wish to contest the GLC's charge against you but wish to explain mitigating circumstances to the Hearing Officer. The Hearing Officer will hear your explanation and may enter an order and impose an appropriate penalty.
- **Not Guilty** - A plea of NOT GUILTY means that you are informing the Administrative Hearing Officer that you deny guilt and the GLC must prove its charges against you. You are not required to have an attorney represent you but may wish to contact an attorney for legal advice.

If you wish to plead no contest prior to the hearing, you may complete and submit the no contest plea form that is given to each person that receives a citation within a packet of other information related to the hearing process. It is important that you respond to the citation by either appearing at the hearing or submitting a no contest plea prior to the hearing date as described on the no contest plea form. Failure to choose either method will result in the imposition of an additional fine due to the licensee's failure to respond to the citation. If you have any questions about the citation, contact the GLC COAM Inspector whose name and telephone number is located on the citation.



Central Accounting System

Business Remodels or Temporary Closing

If you plan to close your business temporarily (i.e. remodel, owner is on extended leave), an owner, officer, partner or director must contact **Chris Boncek** at cboncek@galottery.org or **Reggie Tartt** at rtartt@galottery.org at least two (2) weeks in advance of an anticipated closing date to allow sufficient time to perform an assessment and complete the disabling and/or removal of machines from the business location. You must provide the dates and times when you plan to be closed and a telephone number where you can be contacted while your business is closed. Do not attempt to disconnect machines from the site controller on your own or power down the machines as this can disrupt the financial data transmitted by the site controller and may result in a citation.

NOTE: Your bank account will continue to be swept while your business is closed, so you must keep your bank account open with sufficient funds to pay any charges.



Did you know a COAM License Cancellation Request Form is required if you are closing your business location?

The **COAM License Cancellation Request Form** shall be used by a LLH to cancel a COAM license. Be advised that as a result of this cancellation, the LLH is no longer authorized to operate COAMs at their business location. The LLH will still be responsible for COAM revenues previously generated, but not yet collected. The cancellation request must be made by at least one owner/officer of the business. Additionally, even after the cancellation of the COAM license, the LLH is still responsible for any pending citations or penalties resulting from a citation. Licensees may obtain a copy of the COAM License Cancellation Request Form by accessing the COAM Forms section of the www.gacoam.com website.

What are the top reasons for denial of a COAM Location license application?

- Location is not open for business
- Outstanding Department of Revenue (DOR) issues such as tax obligations, officer discrepancy, address discrepancy and name discrepancy
- Secretary of State (SOS) issues such as officer and name discrepancy
- Misrepresentation of license application
- Association or relation to former location owner who license was revoked
- Applicant is not the owner of the business
- Incorrect contact information (it is not recommended that you use your accountant or legal representation as your primary contact information)
- Failure to respond to communication from the GLC Retailer Contracts Administration Department regarding your application

Staying Connected

GEORGIA LOTTERY CORPORATION

Mailing Address

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 Helpline
1(877) 261-6242

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

Intralot email - Audit issues
GeorgiaCOAMAudit@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)
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Chris Pope (Vice Chair)
Emily Dunn

Jim Siskin
Natalie Jones

Stewart Carswell
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RESPONSIBLE GAMING

1(866) 922-7369

ANONYMOUS TIPLINE TO REPORT FRAUD, ABUSE OR CASH PAYOUTS

1(855) 515-0004