



The COAM Connection

from the Georgia Lottery Corporation - COAM Division

Issue 4

October - December 2016



GEORGIA LOTTERY PRODUCTS AS PRIZES FOR COAM REDEMPTION

As a reminder, please utilize Georgia Lottery products to include scratchers as prizes for COAM redemption. Not only is this redemption method an easy way to stay within the legal and regulatory structure, it is also rewarding to know that the proceeds go toward the educational future of our children. Since its first year, the Georgia Lottery Corporation has returned more than \$17.8 billion to the state of Georgia for education. All Georgia Lottery Corporation profits go to pay for specific educational programs, including Georgia's HOPE Scholarship Program and Georgia's Pre-K Program. More than 1.7 million students received HOPE, and more than 1.4 million 4-year-olds have attended the statewide, voluntary prekindergarten program. Since connection to the central

December 31, 2016

Deadline to have all machines in the field fully upgraded to SAS 6.02. Machines not upgraded to SAS 6.02 will be disabled and must be immediately removed from the business location by the Master License Holder.

January 11, 2017 - Revised

(was previously January 4, 2017)

COAM Advisory Board Meeting (9:30 am EST) at the Georgia Lottery Headquarters located at 250 Williams Street, Suite 3000, Atlanta, GA 30303.

April 12, 2017

COAM Advisory Board Meeting

accounting system, COAM redemption in the form of lottery products has greatly contributed to these amazing results. We thank you for your continued support!

(9:30 am EST) at the Georgia Lottery Headquarters located at 250 Williams Street, Suite 3000, Atlanta, GA 30303.



Master License Holders

Important Reminders for New Installation and Change of Ownerships

Listed below are several reminders from Intralot to Master License Holders (MLHs) pertaining to operational and technical issues in the field:

New Installations

- **Display of Licenses** - Each MLH shall ensure that each Location License Holder (LLH) shall prominently display a copy of the master license and the original location license during the placement and operation of COAMs. Failure to display both of these required licenses may result in a delay in connectivity of Class B COAMs and/or a fine.
- **Verifying Receipt of Installation by Intralot** - MLH may confirm receipt of LLH information by Intralot USA, for the purpose of connectivity, by accessing the Intralot portal site and verifying the LLH is displayed on the portal as their assigned LLH. If the LLH is showing on the Intralot portal site but the license has not been received by the business owner OR the license has been received but is not showing on the Intralot portal site, the MLH should contact the **GLC COAM Helpline at 1(800) 746-8546** for follow up. MLHs may contact **Intralot at 1(877) 261-6242** to confirm the date/time a location is scheduled for installation.
- **Causes for Delay in Connectivity** - Connection of COAMs to the central accounting system may be delayed for the following reasons:
 - Another MLH has Class B COAMs in the location within the last nine (9) months
 - Pending arbitration
 - MLH is unable to be contacted to schedule connectivity

Change of Ownerships

- GLC may place Class B COAMs in a Disabled status when a change of ownership application is approved.
- Class B COAMs may remain in a Disabled status at the business location pending the change of ownership connection, unless otherwise directed by the GLC to remove the COAMs.



Location License Holders

COAM License Cancellation Request Forms

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. 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.

iHOPE Card™ NOT Accepted for COAM Redemption

The iHOPE Card™ (see image) is NOT accepted for COAM purchases or redemption of COAM prizes. The iHOPE Card™ is only available for purchases of Georgia Lottery scratchers and draw games.



Enforcement and Compliance

Removal of Money from Machines

The vandalism of machines or the theft of money from machines is an unfortunate situation but it can happen and is a temporary situation. Choosing the best location for the machine can prevent vandalism or theft. Placing machines in an area that is monitored can significantly reduce the likelihood of a machine being vandalized or broken into. The business owner should file an incident report with their local law enforcement agency for further investigation and also file a claim with their insurance company (when applicable). If your machines are vandalized or broken into and there is the theft of money, the business owner will be held responsible for any lost money. In order to minimize the financial loss as a result of vandalism or theft, the GLC recommends the removal of cash from machines at the end of each shift and the deposit of all monies to the designated COAM bank account by the end of the following business day.

Written Agreements

One of roles of the COAM Inspectors is to review the COAM contract between the MLH and the LLH and ensure the contract is in compliance with COAM laws, rules, and regulations. If a Class B license holder is in compliance with Georgia Code §50-27-87(2) and §50-27-87(3)(b) , a copy of the written agreement (or any addendums) shall be on file in the master licensee's and the location owner's and the location operator's place of business and available for inspection by individuals authorized by the GLC. Written agreements and addendums entered into or renewed after May 3, 2016, shall be for at least one year. Failure to comply with the sections listed above may result in fines.

Prize Redemption Amounts

The GLC has seen an increase in complaints from players who are not receiving the full prize redemption amount won on the machine(s) from LLHs. The GLC expects LLHs to fully and legally honor all successful players winning prize redemption amount. Any complaints will be recorded and followed up by a COAM Inspector in a timely manner.



COAM Legal Corner

Dispute Certification Form Requirements

Due to increased allegations of fraud and forgery, the GLC must take additional steps to provide for the authenticity of certification forms submitted to the GLC. Effective immediately, **Dispute Certification Forms** will not be accepted via facsimile (fax) and will ONLY be accepted when sent via email to

COAMReporting@galottery.org. Additionally, any no dispute certification completed by a master licensee must be sent to GLC via email directly from the master licensee that made the certification. Any forms that do not comply with this notice will not be processed by the GLC. As a reminder, O.C.G.A. §16-9-20 false statements may subject a person to administrative disciplinary action, a fine, imprisonment, or both.

Updated RU 13.1 Coin Operated Amusement Machine Administration Requirements

The GLCs Board approved amendments to RU 13.1 Coin Operated Amusement Machine Administration Requirements on October 20, 2106. A full copy of the recently approved version of the RU 13.1 Coin Operated Amusement Machine Administration Requirements is now available on the www.gacoam.com website in the documents section under the heading of "COAM Laws, Rules & Regulations". Notably, the Georgia COAM SAS Requirements were amended to require that the communication software of a SAS 6.02 COAM must be integrated into the COAM logic board.



Central Accounting System

Holidays May Affect a Location Sweep or a Master Push of Financial Amounts

Holidays may affect the timing of a financial sweep of funds from a LLHs bank account or the transfer of funds to a MLHs bank account. Those accounting weeks which contain a holiday that may affect the sweep or push of financial amounts will display an "*" (asterisk) beside those affected dates on the *Location Sweep and Master Push Calendar* which is available on the www.gacoam.com website.

Removal of Site Controllers from a Business Location

There may be occasions when site controllers, or other additional equipment, may need to be removed from a business location. Those instances are:

- The MLH has a scheduled appointment with an Intralot technician for the removal of the site controller, and any additional equipment, from the business location. The Intralot technician removes the site controller and other equipment and provides a written receipt to the MLH with the Location and Master License Holder's number noted on the receipt.
- The MLH removes their COAMs from the business location along with the site controller, and any additional equipment. The MLH may choose to either:

- Ship the site controller, and any additional Intralot equipment, via USPS/FedEx/UPS to the Intralot offices located at **11360 Technology Cir., Duluth, GA 30097**. Important: The Location and Master License numbers must be noted in the shipment for proper reconciliation by receiving personnel at Intralot.
- Deliver the site controller, and all additional equipment to the Intralot offices in person and Intralot personnel will provide the MLH with a written receipt containing the Location and Master License numbers.

Note: If the MLH removes the site controller from the business location, it must be returned to Intralot within ten (10) business days. Failure to comply with the process may result in penalties, including fines.



Manufacturers and Distributors

Definitions of Manufacturers and Distributors

Listed below are the legal definitions for Manufacturers and Distributors.

- Manufacturer is defined as a person, individual, partnership, corporation, limited liability company, or any other business entity that supplies and sells major components or parts, including software, hardware, or both, to Class B machine distributors or operators.
- Distributor is defined as a person, individual, partnership, corporation, limited liability company, or any other business entity that buys, sells, or distributes Class B machines to or from operators.

Manufacture of Games

The GLC is aware that some Class B MLHs are seeking to manufacturer their own games for exclusive use in their own machines. GLC is not permitting deployment of such games into the field because the COAM law does not permit such conduct. Any MLH seeking to manufacture its own games for exclusive use in its own COAMs must still obtain it major components (including software and hardware) from a licensed manufacturer. However, if obtaining software and hardware from a licensed manufacturer, a MLH is prohibited from entering into an exclusive agreement with a manufacturer or a distributor, per O.C.G.A. §50-27-87.1 (2). Accordingly, if a MLH engaged services of a licensed manufacturer to manufacture or develop exclusive software, the MLH and the manufacturer may be violating the prohibition against an exclusive agreement.



- The **Location Sweep and Master Push Calendar** for 2017 is now available on the www.gacoam.com website in the documents section under the heading of "COAM Communications".
- If a LLH or a MLH is affected by a natural disaster (flood, tornado, hurricane, etc.) which prevents the licensee from making deposits to local bank branches or making appointments to connect Class B machines, the GLC will work with the licensees and Intralot to reschedule connections or consider fee waivers and other modified payment plans if deposits cannot be made.

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

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
GACOMAudit@intralot.us

Intralot portal website
www.gacoamrpt.com

RESPONSIBLE GAMING

1-888-ADMIT IT or 1(888) 236-4848

ANONYMOUS TIPLINE TO REPORT FRAUD, ABUSE OR CASH PAYOUTS

1(855) 515-0004

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